**Wanda Ganjehsani, M.S., CPLP, PHR, SHRM-CP**

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**Learning & Development Professional**

**9-years Driving Organizational Transformation and Building High Performance Teams.**

Creative, innovative educator and engaging communicator with track record of revitalizing operations and enabling business results, achieved through corporate training programs, employee engagement, and other organizational effectiveness solutions. Act as a cultural ambassador for the organization, ensuring that a healthy and vibrant culture is developed and that those cultural characteristics are infused into all employee management activities. Committed individual skilled in leadership, curriculum development, process improvement, performance management, project management and change management strategies with proven experience in accelerated cultural change starting with analysis of current state through implementation and achievement of desired results.

**Key Strengths**

Performance Management | Employee Engagement Strategies | Instructional Design | Need Assessment | Workforce Planning

Leadership Development | Succession Planning| Learning Philosophy | Learning Management System | Project Management

Inclusion & Diversity | Organizational Culture| Change Management | Business Process Improvement | Coaching

eLearning | Solutions-Driven | Technical Writing

**Professional Experience**

Gila River Health Care | Gilbert, AZ | 04/2018 – Present

**Education & Training Manager**

Translate the strategy and direction of the leadership team into training plans and training materials that include classroom sessions, training guides, job aids, and digital materials. Coach individuals by providing informal and formal feedback while maintaining a keen awareness of each team member’s performance and potential to improve skills and productivity. Identify, reduce and/or eliminate resource losses by analyzing data across all key metrics to identify inefficiencies and develop mitigation plans.

* Developed a three-day leadership training for directors, managers, and supervisors which applied adult learning theory, performance improvement strategies and employee behavior assessment to improve work performance.
* Led the new employee orientation process that onboarded 350+ employees, annually.
* Managed a team of five in the vetting, purchase, and implementation of an organization-wide learning and performance management system. 1,269 out of 1,937 employees (two-thirds) signed-in and completed at least one course during the first two weeks of the launch.
* Established a change management model and project plan in an environment that had been highly resistant to change.
* Developed a company-wide talent development framework with primary and secondary functions which was approved by executive leadership and the Board.

EASi| Columbus, OH | 06/2015 – 03/2018

**Learning & Development Lead**

Resolved complex barriers to achieving strategic goals by leading projects related to organizational effectiveness, culture, employee engagement, strategy development and deployment and organizational design. Performed needs analysis to identify performance gaps and collaborated with the client to tailor solutions to fit their business needs. Developed and facilitated a “Learning on the Run Experience” (LORE) professional development program based on a companywide needs assessment for electrical engineers and designers which leveraged a combination of on-the-job learning, classroom training, eLearning, job aids, technical manuals, coaching, and test assessments.

* Evaluated the success of training programs and made recommendations for improvement to senior leadership.
* Partnered with a business partner to conduct a needs analysis that identified a gap within a process and designed a solution that saved the company over $46K within six-months.

G&J Pepsi | Columbus, OH | 08/2014 – 06/2015

**Communication & Training Manager**

Developed and deployed a blended learning, competency-based interview training for managers utilizing both the ADDIE (Analyze, Design, Develop, Implement, Evaluate) model and the Rummler-Brache performance model. Collaborated with leadership to develop and deploy strategic, business-focused learning needs assessment and solutions for long term career development. Collected and monitored learning metrics and provided guidance and support for the engagement strategy.

* Created interactive learning modules utilizing Articulate Storyline 360 software and training guides for classroom instruction.
* Produced and edited the G&J Pepsi annual operating procedures videos utilizing AVID Pro Tools and Adobe Premiere Pro
* Built and implemented a safety and communication plan which led to a 40% reduction in workplace incidents.
* Developed and implemented both formative and summative evaluations which measured the effectiveness of interview training.
* Increased the 90-day new hire retention rate by 37% once hiring managers attended and passed a mandatory new employee orientation class.

Department of Defense – Ohio National Guard| Columbus, OH | 05/2012 – 07/2014

**Training & Development Specialist**

Facilitated training programs for 2,200 federal technicians through applying adult learning theories to engage employees. Utilized a blended learning approach for training programs which included both instructor-led and virtual self-paced courses. Trained and upskilled new and existing employees while mentoring and guiding employees’ career progression.

* Successfully executed a $1M training budget for the Ohio National Guard Federal Technician Training Program by analyzing historical and current training requirements which resulted in a training roadmap that reduced costs by 13%
* Championed the change management process and identified performance gaps and corrective measures which increased technician participation from 65% to 100% within 30 days of change initiation

Additional Experience

**Performance & Learning Consultant** (02/2014 – 05/2014) • Hopewell Industries, Inc., Newark, OH

* Decreased employee turnover by 5% within a six-month period through redesign of the new employee orientation training materials and formative evaluation process.

**Human Resources Specialist** (01/2010 – 05/2012) • Transportation Security Administration, Columbus, OH

* Hired and onboarded 100+ transportation security officers within a two-year period and improved the new employee orientation process which reduced paperwork by 23%.
* Increased internal placement of local TSA officers by 30% by developing a training program which guided them on how to navigate and apply to the USA Jobs website.

**Education & Credentials**

**Master of Science, Instructional Design & Performance Technology**, Franklin University, Columbus, OH

**Bachelor of Science, Human Resources Management**, Franklin University, Columbus, OH

**Certifications**

Certified Professional in Learning and Performance (CPLP), The Association for Talent Development, 2016

Professional in Human Resources (PHR), HR Certification Institute, 2009

SHRM Certified Professional (SHRM-CP), The Society for Human Resources, 2018