

PROFESSIONAL SUMMARY

Penelope Peck brings more than 30 years of strategic learning and performance improvement consulting experience in information technology and business transformation - formerly at Electronic Data Systems, EDS an HP Company, and Hewlett Packard. Penelope has a proven record of helping organizations achieve and exceed business objectives by enhancing value through continuous development and growth of employees and business partners. She is experienced in managing large, multi-faceted learning solutions and training projects.

Penelope has proven **experience** in:

- Global portfolio management
- Leadership
- Business development
- Learning solutions consulting/creation
- Vendor management
- Project management
- Instructional design and development
- Lecture style classroom facilitation
- Implementation of training programs
- Creation: proposals and presentations

Leadership: Penelope has extensive consulting experience across several industries, with a focus on healthcare and the public sector. She also has extensive leadership experience managing diverse teams, both local and remote.

Penelope has worked in leadership roles as Global Portfolio Manager of Education Consulting, Global Learning Solutions (GLS) LCMS Leader, leader of mixed client/GLS learning delivery services team, Project Manager of ongoing learning delivery services team for Public Sector client, leader and developer of automotive client survey team.

Penelope Peck

Business Consultant –
Learning Solutions and Performance Improvement

Relevant Experience

Organizational Development – Learning Organization Transformation	
Role/Title	Worldwide Portfolio Manager
Responsibilities	Conducted needs assessment, created and proposed new portfolio of services for the reorganizing client-facing learning organization. Analyzed, led evaluation, and managed selected global vendors of LMS and LCMS. Created readiness tool for measuring readiness/capability/skills to deliver new portfolio offerings across all organizational regions. Provided accurate packaging, pricing and collateral for Regional Pursuit teams to sell offerings; ensured that Regional Delivery teams were skilled and ready to deliver all offerings in the portfolio.
Organizational Development –Implementation	
Role/Title	Senior Business Consultant V
Responsibilities	Lead strategic initiative to create, grow and manage a standard platform of tools, processes and standards for the EDS Global Learning Solutions organization. Responsible for educating all global members of that organization on the value and use of this platform to increase productivity while decreasing the clients' cost of learning deliverables and performance support. Responsible for continued management of the platform team and vendor.
Transportation Industry – Information Technology Transformation	
Role/Title	Senior Consultant Learning Solutions Leader
Responsibilities	Solution architect for \$3 million, complex learning solution to inform, develop and support employees of a domestic airline how to use new passenger ticketing/baggage handling system. The account won the contract and was congratulated by the client on the tight costing and scheduling of this 10-year plan.
Healthcare Industry – Business Transformation and Modernization	
Role/Title	Leader of client/ EDS Learning Strategy team
Responsibilities	Configured LCMS, trained client team on learning strategy, use of LCMS, process of engaging with client business organization to design/create/map curriculum and training content for multi-system/business process integration. Lead combined client/EDS training team to design, develop blended learning solution to meet schedule for first wave of employee training. Provided quality assurance, process/project management and improved communication to the training and documentation projects. Experience and clear-headed Training Team decisions provided the client with successful training of multiple sites and implementation events for approximately 30% less than their usual training expenditures – with improved learning retention – on schedule.
Healthcare Industry – Digital Learning applied to healthcare	
Role/Title	Lead learning consultant/co-author
Responsibilities	Developed strategy for digital learning in healthcare. Co-authored Digital Learning for Healthcare Consumers , a white paper published in Healthcare IT News , February 2005.

CREDIBLE RELATIONSHIPS

Penelope builds credible relationships (trust) by creating solutions that help organizations to achieve their goals; and by following through on commitments to clients as well as to her team. She adds value through creativity and flexibility, and by remaining focused on the solution relative to the client's needs.

COMPETENCIES

- Business Analysis
- Learning Solutions Strategist
- Performance Improvement
- Change Management for learning
- Adult Learning Theory
- Instructional System Design (ADDIE)
- Needs Assessment
- Business Development
- Vendor Management
- Learning Program Manager
- Learning Project Manager
- Facilitator
- Instructor
- Consultative Selling
- Employee Development

EDUCATION

Bachelor of Fine & Professional Arts, Kent State University, Kent, OH 1966

Instructional Design courses, Eastern Michigan University, Ypsilanti, MI and Wayne State University, Detroit, MI 1994-1995

CERTIFICATE OF ACHIEVEMENT

Evolution LCMS Content Developer and Administration Workshop with ongoing updates, 2007- 2012

*EDS courses in:
Knowledge Management
Change Management
Consulting
Project Management
Conflict Management
Management Essentials*

	White paper dealt with digital learning as a means to improve healthcare in the USA.
Learning and Knowledge Environments – White Paper	
Role/Title	Author
Responsibilities	<p>Author of white paper on Learning and Knowledge-optimizing Environments to change the organization</p> <ul style="list-style-type: none"> • Developed theory, researched and wrote content published internally to EDS (2005) • Portions of the knowledge optimizing environments concept were used across the corporation to create communities of practice centered on learning and knowledge creation.
Automotive Industry - Supplier survey for global automotive client	
Role/Title	Project Manager
Responsibilities	<ul style="list-style-type: none"> • Led strategy team for delivery of survey instrument • Developed and managed the project schedule • Wrote survey • Co-led analysis team • Communicated project schedule to team members and clients • Facilitated walkthrough sessions with stakeholders • Communicated status updates to the stakeholders and clients • Developed written report
Public Sector – DISA VMS eLearning	
Role/Title	Consultant / Project Manager
Responsibilities	<ul style="list-style-type: none"> • Established and maintained client relationship over period of 8 years • Supervised rotating team of up to 4 training professionals (local and virtual team members) • Scoped and scheduled each project • Maintained quality assurance for all deliverables • Ensured all deliverables met DOD 508 compliance • Recorded all voice-overs for all 508-compliant deliverables <p><u>Deliverables:</u> web-based interactive courses with simulations and audio transitions (multiple releases) on-time and within budget</p>
Food Industry – IT Procurement System	
Role/Title	Project Manager / Instructional Designer / Developer
Responsibilities	<ul style="list-style-type: none"> • Liaised with account manager to build project scope and schedule • Interviewed subject matter experts to learn system functionalities • Created instructional plan • Wrote text, developed web-based training content • Created graphics and system simulations • Walked account manager and team through review process • Made all requested adjustments • Brought project in under budget and on schedule <p><u>Deliverables:</u> Large web-based interactive course with simulations (multiple releases)brought in on-time and within budget</p>

PENELOPE'S VIEW

*“The most compelling reason for change is survival. And—like prehistoric tribes—an organization’s survival depends on adapting to change through **continual learning**, and on leveraging what they know. While many organizations are busily attending to learning at their executive level, they are overlooking two crucial points: Effective change cannot be a top-down dictate; the organization is doing business based on the knowledge of its workers. That means that—unless organizations can effectively **locate and grow their knowledge** and use it to **create new knowledge**, enabling them to provide innovative services and products to their customers—they will not survive.”*

Consider the following questions:

“Does your organization have a learning strategy?”

“How would you describe your organization’s approach to performance improvement and support?”

Automotive Industry - Corporate University	
Role/Title	Instructional Designer / Developer
Responsibilities	<ul style="list-style-type: none"> • Worked with account and client to identify and analyze learning needs of salaried professionals employed by large global manufacturing organization • Created proof of concept static web screens representing basic look and feel of site for multiple colleges of the proposed university • Upon approval, enlarged concept to include actual functionality for first active college <ul style="list-style-type: none"> ○ Instructional plan and design for one web-based course ○ Course included interactive games, quizzes, instructive text • Upon approval, fleshed out remaining university concept <ul style="list-style-type: none"> ○ Links to resources (URLs, document libraries) ○ Prototypes of tools for tracking/measuring learning progress
Academia – Instructional Materials	
Role/Title	Instructional Materials Coordinator, Community College
Responsibilities	<ul style="list-style-type: none"> • Wrote grants • Created multi-media work station • Taught self Toolbook authoring software • Developed instructional plan/program • Taught instructors how to use multi-media work station to create custom instructional tools (1995)
ENHANCING PERFORMANCE	
<ul style="list-style-type: none"> • <i>Performance Enhancement:</i> Wrote and developed instructional content and standards to improve the performance of the learning organization’s instructional designers and developers within the standard platform on which they would create client-facing learning deliverables for web-based and instructor-led training. • <i>Process Improvement:</i> Created and implemented standardized processes, including templates, within the learning platform to increase productivity and decrease cost of client-facing deliverables • <i>Organizational Development:</i> As WW Portfolio Manager, co-lead a team comprised of regional leaders from across the globe. Bi-weekly meetings provided forum for learning each region’s differences and similarities; discussing issues and needs, divizing mutual solutions. 	