

Monica Cross-Proctor

Brandywine, MD | (301) 758-4455

<http://www.moniacrossproctor.com/>

mcrossproctor@gmail.com

Secret Security Clearance

Core Competencies

Instructional Design	Facilitator/Instructor	Curriculum Development
Project Management	ADDIE Model	Educational Evaluation
Adult Learning Theory	Risk Assessment Mitigation	Needs Assessments/ Analysis
Blended Learning	Organizational Development	Evaluate and Measure Programs

Education, Technical Experience & Affiliations

-
- Masters of Art, Instructional Systems Development, UMBC
 - Graduate Certificate in Instructional Technology, UMBC
 - Masters of Business Administration, Averett University
 - Bachelors of Business Administration in Finance, Howard University
 - Certificate in Database Management, UMUC
 - Proficient with Microsoft Office Suite, Captivate, Articulate Storyline, Camtasia, Learning Management Systems, MOODLE, Photoshop, Storyboards, WebEx, Live Meeting, Adobe Connect and SCORM
 - Some experience in Oracle, SQL Developer, Relational Databases, MySQL, HTML and CSS
 - Member of Association for Talent Development (ATD)

Professional Experience & Accomplishments

Advanced Design Corporation

Apr 2015-Present

Instructional Designer/E-Learning Developer

Implement instructional systems design methodologies, thus incorporating adult learning theory into content/curriculum development for self-paced, synchronous and asynchronous virtual training courses. Develop/analyze criteria to measure the effectiveness of the educational training programs to include developing test to evaluate/measure the learning outcomes and retention. Also determining the reliability and validity of evaluation instruments.

- Liaise with government suppliers, vendors and subject matter experts to meet the client's expectations. Maintaining conformity of content with applicable industry, compliance standards and requirements.

Kaztronix (Verizon Contractor)

Dec 2014-Feb 2015

Instructional Designer

Developed courseware via Addie Model for a blended approach to learning to include: task analysis, eLearning, and course evaluation. Conducted in-depth needs assessment and formulated learning solutions for adult learners partnering with subject matter experts to identify training needs to deliver measurable learning objectives.

Monica Cross-Proctor

8009 Kingsmill Rd Brandywine, MD 20613

mcrossproctor@gmail.com (301) 758-4455

<http://www.moniacrossproctor.com/>

Secret Security Clearance

Avis Budget Group

Mar 2008-Nov2014

Learning & Development Consultant, Oct 2010-Nov 2014

Conducted in depth needs assessments, formulated learning solutions partnering with business leaders/subject matter experts/vendors to identify training needs and assessing potential risks. Using ADDIE Model or SAM, designed solutions for adult learners utilizing a blended approach, i.e., classroom training, virtual synchronous and asynchronous eLearning courses. As an expert facilitator, delivered sessions face to face and virtually to include soft skills and technical training.

- Won prestigious Horizon Award for identifying an area of opportunity with the development needs of the company's Operation Managers and created training catalogue to specifically target this work group.
- Developed a hybrid training curriculum for newly on boarding Return Associates including a structured roadmap for learning, development and retention.

Regional Sales Performance Manager, Mar 2008 – Oct 2010

Led, trained, and drove sales results for the Mid-Atlantic area for Avis Budget Group to include a diverse work group of over 60 Rental Sales Agents and 30 Managers at various levels. Exceeded sales quota by 60% over fiscal year 2008 and 2009 respectively for revenue generation. Ranked amongst the top tier of the region.

- As a leader in a division wide project, designed curriculum and facilitated training, thus improved behaviors and increased sales performance. Recipient of the prestigious Horizon Award for project's success.

HSBC Consumer Lending, HFC

Aug 2007-Mar 2008

Account Executive/Loan Officer

Effectively crafted financial solutions for the residential consumers. Ranked in the top 1% of my district.

Sylvan Learning

Oct 2006-Jul 2007

Sales Manager – National Contact Center

Effectively led, trained, and drove the sales productivity for 5 Team Coaches and 70 educational sales consultants. Managed the consultative sales process, the generation of leads, and forecasted sales projections for supplemental educational services for 250 plus corporate learning centers throughout the U.S. and Canada.

- Successfully directed the generation and conversion of new sales leads by generating \$9 million in revenue and achieving 119% of the overall sales quota for two consecutive quarters.

Verizon Telecommunications

Apr 1999-Sep 2006

Residential Sales & Service Consultant, Apr 1999-Sep 2001

Team Leader- Residential Sales & Service Center, Sep 2001 –Feb 2004

Training Specialist –National Sales Support, Feb 2004-Sep 2006

Co-developed courseware curriculum for a culture changing sales initiative...the "SIMPLE Sales Process". Traveled throughout the Verizon footprint training the new process resulting in 40% increase in sales results, exceeding division's objectives by 154%.

- Served as the Acting Branch Manager for the Baltimore Business Sales & Billing Center for the last quarter of 2005. Recipient of the 4th Quarter Ovation Award for 2005 for a balanced scorecard.