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# AMY E. KIDDER

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## PROFESSIONAL SUMMARY

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Experienced Learning Leader who wants to be challenged by leading a team of corporate learning professionals. Desire to be part of an organization that is invested in developing their employees through strategic and purposeful job-related development.

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## COMPREHENSIVE EXPERIENCE

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**Strategic Leader** with a track record of exceeding goals, developing talent, and program management. Extensive success in leading and growing high performing teams. Areas of expertise include training design and development, process improvement, program management, project management, and developing high performing teams. Focused on continuous improvement, strategy, and developing top talent.

**Learning Leader** with understanding of adult learning methodologies and practices. Awareness of learning industry, trends and emerging best practices. Knowledge of adult learning theory and comprehensive understanding of how adults acquire and use competencies. Expertise in instructional design and creation of corporate learning programs.

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## EXPERIENCE & SKILLS

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### Experience:

- Learning Program Management
- Curriculum Development
- Learning Management Systems
- Leadership
- Project Management
- Instructional Design
- ADDIE methodology
- Kirkpatrick's Levels of Evaluation
- Process Improvement
- Lean Leader
- Six Sigma Green Belt
- Strategy Development

### Skills:

- Canvas
- Blackboard
- Learning Technologies
- Instructional Systems Design
- Project Management
- Web Authoring
- Adobe Premier Video
- Adobe Audition
- Adobe Illustrator
- Adobe Dreamweaver
- MS Office
- MS Project

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## ACCOMPLISHMENTS

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### **Selected Business Achievements:**

- Created end-to-end design, development processes, and a project management approach within the Learning department which includes the Instructional Design and Program teams.
- Managed an enterprise-wide Leadership Academy for the companies' top 500 leaders for four consecutive years. The Academy was a 4-day, curriculum-based program that included leadership and knowledge development essential for leading in a healthcare environment.
- Identified as the project lead of both Lean and Green Belt final projects which included the development of process improvements across multiple Concentra departments.
- Managed a Program and Logistics Management team of 18 colleagues who implemented wellness programs with total revenues of more than \$8 million in 2011. Managed employer-specific wellness accounts worth more than \$1 million per employer.
- Developed strategic relationships with nationally-known benefit brokers to increase the overall sales and enhanced business operations of biometric screening processes.

### **Selected Instructional Design Achievements:**

- Developed an 8-week onboarding orientation via the Canvas platform for a Director-level learning leader. The course will assist learning leaders develop their team strategy, strategic relationships, leadership skills, and understand Concentra's mission, vision, values and products in the first 8-weeks of their job.
- Developed a website for corporate instructional designers to learn the basics of gamification, tools and resources to assist them in building courses.
- Developed an interactive ILT course for corporate instructional designers to learn the basics of microlearning.

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## WORK HISTORY

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### **Director Learning Program Management & Instructional Design, 03/2013 to Current**

#### **Concentra – Addison, TX**

- Manages the Learning Program Management & Instructional Design team which develops, integrates, and aligns enterprise-wide learning processes and programs while driving strategic outcomes.
- Provides supervision of learning program management in order to achieve a corporate vision.
- Responsible for training program governance, process, and procedure development to accomplish company training objectives.
- Responsible for the Knowledge Management team which maintains the document management system and company Intranet for the enterprise.
- Responsible for training data analysis, metrics, and reporting.
- Provides supervision of Learning Management System Support, including co-administration of corporate-wide learning management system, reporting, course enrollment and online content creation, tracking & support.

**Director of Client Services - Health Improvement Programs, 10/2009 to 02/2013**

**Concentra – Addison, Texas**

- Managed a Program & Logistics Management team of 18 colleagues which implemented wellness programs with total annual revenues of more than \$8 million. Managed individual wellness accounts worth more than \$1 million in revenue.
- Developed departmental policies, procedures, and best practices and integrated within multiple Concentra business units.
- Worked with all levels of the organization to create year-over-year strategy and process improvements for wellness programs.
- Responsible for relationship building with top wellness brokers and national clients; created visibility through the education of processes that protected the assets of both the client and Concentra's business units.
- Project lead of both Lean and Green Belt final projects designed to develop process improvements in the overall organization.

**Health Solutions Marketing & Sales Specialist/Trade Show Manager, 07/2000 to 09/2009**

**Concentra – Addison, Texas**

- Prepared presentations, training materials and collateral for Health Solutions' programs.
- Administrator of Salesforce.com for Health Solutions sales team.
- Responsible for all Concentra large trade show logistics including: collateral, apparel needs, giveaways, hotel/air/food negotiations, sales lead retrieval, booth set-up/tear-down, purchasing booth space, and securing booth products and services.
- Assisted in creating marketing materials and developed/maintained information on internal and external websites (MyConcentra, Salesforce.com).
- Coordinated annual national sales meetings for more than 500 colleagues by securing hotel, food/beverage, AV, rooms, and meeting logistics.

**Sales Administration Coordinator, 08/1997 to 06/2000**

**Concentra – Cleveland, Ohio**

- Maintained and coordinated all reports and activities for the sales team in the Cleveland market - included commission, monthly reports, proposals, and seminars.
- Responsible for coordinating and producing all promotional items and brochures.
- Assisted in budget development, meeting preparations, presentations, and all operational activities.

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## EDUCATION

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**Masters in Learning Technology:** August 2018

**University of North Texas** - Denton, TX

**Bachelor of Science:** Business Administration, 1997

**University of Akron** - Akron, OH

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## CERTIFICATIONS

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Association of Talent Development (ATD) Training Certification

ATD Learning Project Management Certification

Lean Leader Certification

Six Sigma Green Belt Certification

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## AFFILIATIONS

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Member of ATD (Association for Talent Development) National and Dallas Chapters

Member of PMI (Project Management Institute)

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## RECOGNITION

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### **Concentra Hall of Fame 2016**

Inducted into Concentra's Hall of Fame for being recognized by peers and executive leaders as Concentra's "best of the best". The program recognizes colleagues who have shown continual outstanding service and who consistently demonstrate Concentra's core values to customers, patients, and colleagues.

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## ACTIVITIES

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### **Concentra Corporate Challenge committee member (2006-2015)**

The Corporate Challenge is comprised of 50+ area corporate teams that compete in 22 "Olympic-style" events. The Challenge runs for three months; all proceeds (registration fees, fundraising activities) benefit the North Texas Special Olympics foundation.

### **Coach (2006-2015)**

Concentra's Corporate Challenge Softball, Volleyball and Punt/Pass/Kick Coach

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## REFERENCES

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REFERENCES: Available upon request