

## ANDREA J. BADER

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### PROFESSIONAL SUMMARY

Experienced Talent Development and Human Capital leader in healthcare, public health, and global industries (in retail, logistics, hospitality, manufacturing, and technology). Innovative and highly skilled in motivating, empowering, and engaging teams to provide exceptional learning experiences that improve individual and organizational performance. Demonstrated ability to coach and communicate supportively, lead positive change, support associate development, use data to make tactical and strategic decisions, and evaluate program metrics to monitor and measure success.

### EXPERIENCE

#### MarketSource – Director of Organizational Development

June 2021 – Present

- Lead a team of talent development professionals responsible for the design, development, delivery, and evaluation of learning solutions.
- Oversee strategy and execution of innovative learning curricula for Retail, Commercial, and Corporate business partners and clients, including implementing flipped classroom that improves learner engagement.
- Implement strategic initiatives that support coaching, mentoring, performance management, new hire orientation, leadership development and career development.
- Re-launched an underutilized LXP and increased consumption by 300%.

#### ExamWorks - Director, Learning & Development

February 2020 – June 2021

- Led the development, implementation, and delivery of the company's learning initiatives, including new hire training, functional training, and leadership development, in alignment with company and business strategies and objectives.
- Managed analysis, design, development of blended learning solutions to drive associate engagement and improve performance.
- Redesigned the company's performance management process to focus on continuous feedback and career development.
- Maximized the use of the Learning Management System, including creating and implementing learning paths, analyzing report data, and automating processes.
- Created a leadership development program that exceeded utilization goals by 250%.

#### Anthem, Inc. - Learning Manager

January 2016 – February 2020

##### Lead Instructional Designer

May 2013 – January 2016

- Managed a team of Learning and Development (L&D) associates responsible for designing and developing learning experiences and performance support for legacy systems and software applications in Claims, Enrollment and Billing, and Customer Service.
- Redesigned L&D teams into self-organized, Agile scrum teams that led to improved: 1) processes and products, 2) customer collaboration and satisfaction, and 3) team accountability, motivation, engagement, and trust.
- Provided thought leadership on the department's learning strategy that resulted in implementing new technologies, reducing content development time, enhancing the associate learning experience and performance, and increasing retention of skills and knowledge.

**Deloitte Consulting LLP - Senior Consultant/ Instructional Designer**

**October 2010 – May 2013**

- Designed and developed performance-based learning solutions for Federal agencies that supported global health programs in Africa, Asia, Latin America, and the Middle East. Outcome of a non-communicable disease (NCD) epidemiology training program helped build capacity, strengthened public health systems and infrastructure, and influenced global NCD programs and policies.
- Contributed to strategic planning and business development initiatives.
- Established new business partnerships resulting in over \$1 million in engagement awards.
- Managed projects, including determining budgets, tracking expenditures, and identifying risks and mitigation strategies.

**AJB Consulting - Principal and Owner**

**January 1995 – October 2010**

- Provided performance improvement solutions in support of organizational goals and priorities.
- Identified new business opportunities and built relationships with global organizations such as UNICEF, UPS, and WHO.
- Designed and developed an international course for regional and district level health workers on how to manage health centers. Curriculum was successfully implemented worldwide, resulting in improved drug procurement, patient in-take processes, and quality of treatment.
- Collaborated with subject matter experts at WHO and public health officials to analyze the tasks required to manage a sustainable tuberculosis (TB) control program. Designed and developed a comprehensive course that helped standardize the administration of TB drugs and improved the identification of TB suspects, monitoring of treatment, drug procurement, and reporting of case findings and treatment.

## EDUCATION

MS, Instructional Technology Management, LaSalle University, Philadelphia, PA

BA, English Literature, State University of New York at Albany

## CERTIFICATIONS

Anthem Coaching Team

ATD: Test Design & Delivery

Center for Effective Performance: Influencing the Performance of Others

Ken Blanchard: Situational Leadership

Langevin: Certified Performance Consultant

Mager Associates: Criterion-Referenced Instruction and Instructional Module Development

## SAMPLE PRESENTATIONS AND PUBLICATIONS

**Presenter**, “Agile Architecture: Redesigning L&D Teams into Agile Scrum Teams”, The Learning Guild, Learning Solutions Digital Experience Conference.

**Presenter**, “Flipping ID Onboarding” and **Panelist**, “Human Resources and Instructional Design”, University of Georgia, Conference for Instructional Designers and Learning Professionals, Athens, Georgia.

**Presenter**, “CDC Field Epidemiology Program for NCDs”, University of Oxford, School of Public Health: Short Course on Prevention Strategies for Non-Communicable Diseases, Oxford, England.

**Presenter**, “Overview of Tuberculosis Control Training Program for Developing Countries”, International Health Symposium: Tuberculosis and HIV, Entebbe, Uganda.

**Co-author**, Davila, E, Suleiman, Z, **Bader, A**, et al. (2014). “Non-communicable disease training for public health workers in low- and middle-income countries: lessons learned from a pilot training in Tanzania.” *International Health Journal*, 7(5) 339-347.