Theresa Marie Frost

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PROFESSIONAL SUMMARY

Proven program manager and business partner for global content, learning, and talent development with 20+ years experience in information technology, software development, and biotechnology organizations. Expertise includes synthesizing requirements from senior leadership to design content and learning solutions that are engaging, accurate, and motivating, while consistently managing budget, resources, and timelines.

SKILLS

Business strategy	Content strategy	Information architecture
Leadership development	L&D management	Instructional design
Articulate 360 (Storyline, Rise)	Office 365	Adobe Creative Suite
Cloud technologies	Azure/AWS IaaS/PaaS	Agile/Scrum methodologies
SharePoint and web content	Metrics / Tableau	Learning Management Systems

PROFESSIONAL EXPERIENCE

Technical Learning Design & Development Manager, Kite Pharma / Gilead Sciences, Santa Monica
Consultant: 2016-2018, FTE: 2018 – Present

- Owns the end-to-end design, development, and process guidelines for technical scientific learning materials targeting global Kite Pharma staff.
- Manages, interviews, hires content design and development vendors for enterprise-wide projects.
- Oversees vendor budget and fiscal year planning for training and content development programs.
- Designs, constructs, and manages content, including process workflows, carefully crafted templates, and guides to create a cohesive style and tone. (Storyline, PowerPoint)
- Creates and incorporates engaging written scripts, video, audio, and graphics to enhance user experience when engaging in complex technical, scientific and process content.
- Creates requirements and procedures for global technical training content, including design and development SOP, work instructions, and business enablement documents. Oversees alignment to international regulatory requirements for on-the-job training, instructor-led training, computer-based training processes and standards.
- Leads needs analysis and curriculum design to meet regulatory requirements for new sites and shared services organizations. Includes the design of development of technical instructional materials to support GMP regulatory requirements at both T Cell and Vector facilities.
- Architects enterprise-level business enablement programs and solutions for technical, scientific, quality system, and compliance content including large-scale hybrid cloud deployments for Salesforce, Vineti, LabVantage (LIMS).

Learning and Development Business Engagement Manager, Cisco Systems, San Jose, CA 2008-2014
- Established partnership with CIO and SVP executive leadership team to develop strategic learning programs, technical roadmaps, and business metrics that directly supported corporate objectives.
- Increased engagement and successfully outcomes of strategic leadership cohort program for 4,500 employee IT organization. Managed content design, implementation, and program metrics.
- Improved new hire retention by implementing a social blended-learning onboarding program for University new Hires and Interns. Managed content development, delivery team, and co-created framework that supported a social learning on-boarding program for college new hires and interns.
- Produced leadership development and technical skill roadmaps that aligned solutions with technology and corporate strategy.

Senior IT Talent Development Consultant, AAA Northern California, Nevada and Utah, 2007-2008
- Consulted with business leaders and recommended learning solutions to address and support change management initiatives for agile software development methodologies.
- Designed and developed multiple instructor-led, eLearning, and blended learning solutions.

Technical Readiness Development Manager/ Sr. Designer, Microsoft, Redmond, WA,
FTE Microsoft: 2001-2006, Consultant MSNBC.com: 2006 - 2007
- Program manager responsible for field readiness to support GTM strategy across global product releases within the internet technologies server stack. Successfully managed end-to-end programs, timeline, budget, resources.
- Positioned strategic value of field readiness to obtain $1M budget for high impact learning solutions to support the success of the sales and services organizations.
- Streamlined content development process by establishing blueprints for rapid content development and consistent organizational consultation processes with internal business partners.
- Increased consumption of learning content by designing and developing an automation tool to allow global curriculum managers to dynamically create learning roadmaps to support their regions and domains. Took from ideation through implementation.
- Established a blended-learning framework which increased learner engagement during training sessions and presented best practices at enterprise conferences.
- Produced internal online training framework and content for the MSNBC.com proprietary platform to support global product development teams.

Information Technology Curriculum Director, Learning Tree University, Costa Mesa, CA 2000-2001
- Built and directed IT curriculum and program staff at three Southern California campuses.
- Managed marketing events and collateral for all new course development and business development initiatives during .NET curriculum deployment.

Education Specialist, Program Manager, Cisco Systems, San Jose, CA 1999-2000
- Designed, developed, and managed web-based learning content for Sales and System Engineers.
- Managed, interviewed, hired vendors for eLearning programs to support product launches.

Instructional Design Consultant, Remote 1998-2018
Based upon availability throughout the past 20 years, designed innovative learning strategies using modern learning models and technologies for multiple high-tech organizations and subject matter, including Avaya, Accenture, T-Mobile, Cisco Systems, including SAP, Oracle EBS and Projects, Point of Sales software, Salesforce.

EDUCATION

Master of Education, Western Governors University, Learning Technology
MBA Coursework, Florida Institute of Technology
Graduate Level Coursework, Arizona State University, Educational Leadership
Bachelor of Science, Central Michigan University, Education, English
Bachelor of Arts, Saginaw Valley State University, Sociology, Music

PROFESSIONAL CREDENTIALS

HR Business Partner Leadership Certification, CEB Leadership Academy
Agile Scrum Master Certification, Scrum Alliance
SAM (Agile) Development Process for eLearning, Allen Interactions
Digital Media, Business, Information Technology, Marketing, Career Technical Education Teaching Clear Credential, State of California