TRAINING | ENABLEMENT | KNOWLEDGE MANAGEMENT | CHANGE MANAGEMENT

ANDREW DISNEY

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EXPERTISE

Global Learning Strategy &
Implementation

Learning Technology Innovation

Team Leadership & Development

Technical & Sales Enablement

Program Design & Measurement

Change Management

TOOLS

Adobe Creative Cloud
Illustrator; After Effects; Premiere Pro;
Audition; Dreamweaver; Captivate

Articulate Suite
Storyline; Rise 360

Office 365
Word; PowerPoint; Excel; PowerApps;
PowerAutomate; Project

Other
Confluence; Jira; Github; Service-
Now; HubSpot; Salesforce

EXECUTIVE SUMMARY

Strategic learning and development leader with 20+ years of experience transforming training operations and leading change management from startup to enterprise scale. Proven track record of architecting global learning strategies, building high-performing teams, and driving organizational change through innovative L&D solutions. Expertise in technical enablement, leadership development, and implementing enterprise-wide learning technology solutions.

PROFESSIONAL EXPERIENCE

North Highland | Remote | 10/2024 - Current
CHANGE MANAGEMENT CONSULTANT (MICROSOFT)

Strategic Change Management consultant focused on advising Chief of Staff on global Business Manager organizational realignment. Responsible for designing and planning global reorganization across senior leadership within Product Security team.

- Research and write white papers providing evidence-based analysis of current organizational structure and recommendations for future structure
- Provide global Change Management communications and transition plan
- Design Ways of Working playbook intended to upskill, reskill and retrain Corporate Vice Presidents and Business Managers within Product Security team
- Design and produce talking points, FAQ guides and other support materials for senior leader and direct reports impacted by changes
- Identify existing and needed learning materials and components necessary to support individual contributors and line managers through transition

GlobalLogic | Remote | 6/2023 - 10/2024
API FIRST EDUCATION PROGRAM MANAGER (VERIZON)

Strategic learning and enablement consultant for enterprise-wide API First education initiative, driving technical enablement across global telecommunications organization.

- Architected comprehensive API First learning strategy reaching 200+ technical leaders, resulting in accelerated platform adoption and improved API design quality
- Designed and implemented multi-tiered technical certification program driving measurable increase in internal platform adoption
- Established API First Center for Excellence (C4E), creating scalable framework for technical learning content development and delivery
- Spearheaded communication strategy including executive newsletters, technical blogs, and infographics to drive organizational engagement
- Developed role-based learning pathways integrated with enterprise LMS platforms, ensuring targeted skill development across technical roles

North Highland | Hillsboro, OR | 9/2022 - 6/2023

WORKDAY TRAINING PROGRAM LEAD (NIKE)

Led global training strategy for enterprise-wide Workday HRIS implementation, enabling successful digital transformation across HR operations and executed Change Management strategy across global company realignment.

- Designed and executed comprehensive global learning strategy supporting Workday implementation across multiple HR functions and geographic regions
- Built and led network of 100 regional training champions, developing their technical and facilitation capabilities to drive local adoption
- Created data-driven training effectiveness framework to measure global launch readiness, ensuring successful Phase 1 rollout
- Developed blended learning curriculum including instructor-led training, video content, and performance support tools
- Executed on Change Management strategy focused on global talent realignment and reorganization

RealWear, Inc. | Vancouver, WA | 6/2021 - 9/2022

SR. PROGRAM MANAGER

Led enterprise-wide program initiatives focusing on employee development and performance management transformation.

- Designed and implemented company's first comprehensive performance management system using PowerApps ecosystem
- Created scalable onboarding program customized by role, location, and responsibility level
- Established strategic partnerships with external vendors to develop targeted leadership development programs
- Led implementation of skill improvement programs across all organizational levels
- Drove digital transformation through integration of custom eLearning solutions with enterprise systems

Direct Channels Group | Remote | 2/2020 - 6/2021

SR. TRAINING AND ENABLEMENT CONSULTANT (AMEX)

Lead consultant for Global Risk & Underwriting training transformation at major financial institution.

- Led digital transformation of training delivery model, converting instructor-led programs to scalable eLearning solutions
- Developed comprehensive project strategy and implementation roadmap for content transformation initiative
- Created interactive learning experiences using Rise 360, elevating the quality of technical training delivery
- Partnered with senior risk and underwriting stakeholders to ensure accuracy and effectiveness of complex technical content
- Designed multimedia learning aids that became standard resources during remote-first operations

RealWear, Inc. | Vancouver, WA | 4/2019 - 2/2020

HEAD OF GLOBAL LEARNING

Executive leader responsible for enterprise-wide learning strategy and operations across Product, Process, and HR functions.

- Led digital transformation of learning operations through successful procurement and implementation of first company-wide LCMS
- Designed scalable onboarding program integrated with Office 365, establishing foundation for consistent employee development
- Partnered with Sales leadership to develop enterprise customer engagement strategy for proof-of-concept deployments
- Created innovative technical training program enabling field workers to effectively utilize assisted reality devices
- Established learning measurement framework aligned with key business metrics and organizational objectives

Randstad. | Hillsboro, OR | 6/2018 - 3/2019

SR. TRAINING LEAD (NIKE)

Directed training initiatives for enterprise client program focused on product development digital transformation.

- Led development of comprehensive training strategies for multiple client engagements
- Established standardized processes for training delivery and measurement
- Partnered with client stakeholders to align learning objectives with business goals
- Implemented performance improvement initiatives resulting in measurable client satisfaction increases
- Led global onsite training and enablement initiatives in multiple client locations (Shanghai, Hong Kong, Singapore, Taipei)

Direct Channels Group | Remote | 10/2015 - 6/2018

SR. TRAINING AND ENABLEMENT CONSULTANT (AMEX)

Strategic leader for Global Sales Enablement, driving sales effectiveness through innovative learning solutions.

- Architected and delivered blended New Hire Onboarding program for Global Sales Executives
- Led quarterly New Hire Sales Summits, coordinating executive speaker participation and content strategy
- Developed comprehensive sales enablement ecosystem including multimedia content library and sales playbook
- Established performance measurement framework for sales training effectiveness
- Created and maintained Global Sales Playbook integrating sales strategy with Salesforce processes

Cricket Communications | Greenwood Village, CO | 9/2006 - 3/2015

SR. TRAINING MANAGER

Led global training operations and team of 12 L&D professionals supporting customer service and retail operations.

- Built and mentored high-performing team of instructional designers and LMS administrators, developing capabilities through structured development programs
- Managed training operations across international contact centers, implementing quality standards and performance metrics
- Partnered with executive leadership to secure resources for staff development, resulting in improved team capabilities and retention
- Led monthly retail manager training initiatives driving measurable improvements in customer satisfaction and sales performance
- Directed development and maintenance of knowledge management system supporting global customer service operations