

Allen Holz

5431 Hawthorn Glen • Charlestown, IN 47111
(502) 415-4237
allenholz@hotmail.com

Executive summary

Over 20 years of professional experience in management, training, and organizational development both domestically and internationally. Demonstrated record of contributions and results through leadership, innovation, and a strong work ethic. Ability to work well under pressure while maintaining flexibility and focus. A leader and collaborator capable of seeking and providing quality results. Experiences have led to the development of the following special skills and competencies:

Training & Development	DMAIC Six Sigma – Advanced Green Belt	Business Management
Adult Learning Theory	E-learning and Distance Learning	Staff Development
Leadership Development	Performance Improvement	Career & Succession Planning
Organization Development	Project Management	Communication
Vendor Management	Call Center Operations	Quality Management

Professional Experience

THE CMOOR GROUP – Louisville, KY (Dec 2006 to Present)

Chief Learning Officer

- Responsible for all training operations and production for global delivery in 30 languages
- Business analysis and new product strategies for internal and external customers including creating certifications and training paths
- Develop marketing strategies and required materials to support new product launches
- Build and lead a team of training professionals including Instructional Designers, E-learning Developers, Media Designers, Web Developers, as well as Proofing/Testing and Administrative staff.
- Co-developed extensive, full functioned proprietary Learning Management System
- Proven record of on time, on budget delivery of large scale project implementations of the highest quality
- Extensive Fortune 500 and high profile client list

CENDANT CORPORATION– Denver, Colorado (April 2002 to June 2006)

Sr. Manager - Program Implementation and Training Delivery, Travel Distribution Services (June 2005 to June 2006)

Global Training and Consistency

- Direct reports included 3 Managers, 4 Global Training Delivery Specialists, 6 Process Design Analysts, 6 Consistency & Communication Specialists, 1 E-learning Instructional Designer and 1 E-learning Developer.
- Mentored Managers to enhance training effectiveness and achieve business objectives. Provided supervision and mentoring of staff to establish a high-performance team of training professionals.
- Responsible for Global Training operations for internal and vendor teams in New Delhi and Mumbai India, Manila Philippines, Mauritius Africa, London UK, Tijuana Mexico and 8 stateside locations.
- Responsible for all new program implementations including large scale Merger and Acquisitions. These responsibilities included all new process design and development, training curricula, as well as training scheduling and delivery.
- Designed and developed a vendor trainer certification process allowing maximum consistency and minimal travel to facilitate training. This process also put training responsibility and trainee performance squarely on the vendor after initial certification.
- Implemented large scale custom E-learning use across the enterprise allowing testing, scoring, tracking and reporting at the individual level which facilitates close monitoring of vendor performance.

Acting Director- Learning, Development and Performance, Travel Distribution Services (Jan 2005 to June 2005)

Global Training and Consistency

- Acting Director while Director was on special assignment
- Responsible for 3 departments consisting of 37 direct reports in 8 locations
- Key role in outsourcing work to and training delivery for 5 vendors
- Coordinated training for 8 internal locations and 5 vendor locations in 6 countries which included process and procedures, curriculum development, training scheduling and delivery as well as daily communications and product briefings
- Key role in successful Merger and Acquisition of numerous large companies including development of Contractual Agreements, Statements of Work, and Negotiations

Senior Manager - Process Design and Development, Travel Distribution Services (April 2002 to January 2005)

Learning Development and Performance

- Responsible for all process development company-wide with 15 direct reports in 5 locations.
- Managed major software conversions and roll-outs.
- Liaison for IT, Product Development, Marketing, Client Relations and Cendant Training to develop, document and implement business process across multiple business channels.
- Ensured coordination and collaboration among all businesses and departments in developing policies, procedures and processes
- Lead Site Training Managers and staff in maximizing training efficiency, system coordination, consistency and continuity of training world-wide.
- Senior member of project team responsible for the redesign of the Training & Development organization with proven results of adding value to the enterprise by organizing and managing the Training Department as a business that offers ongoing performance improvement solutions to internal customers while successfully deploying the largest Global Distribution System conversion in history.

Cendant Corporation is a Fortune 100 company with over 8,000 employees in 130 countries. Among Cendant's holdings are Orbitz.com, Cheaptickets.com, Galileo International, Lodging.com, Travelport, Ebookers, Avis and Budget and is a world leader in Business to Consumer and Business to Business Travel.

CONTRACT CONSULTANT (July 2001 to April 2002)

RESTAURANT CONCEPTS (Applebee's) – Denver, Colorado

Designed, developed and implemented training plan for new and existing employees. Converted existing materials and coaching methods into a cohesive and functional E-Learning Program

EXPANETS – Denver, Colorado

Advised Performance Development Department on implementing a new Learning Management System. Redesigned intranet site to accommodate new training initiatives and upgraded functionality. Lead Training Team in developing processes and procedures, templates and storyboards to convert instructor-led training to E-learning. Mentored curriculum developers in developing the skills necessary in updating their skills for alternative delivery methods.

EDGE INTERACTIVE – Denver, Colorado

Senior Multimedia Engineer (July 1998 to July 2001)

Responsible for multi-million dollar projects. Project management, budgeting, staffing, and high-level programming. Involved in all aspects of business development including RFP, design documentation, process and procedures, curriculum development, and project roll out.

Project Management

- Budgeting, forecasting, resource management / Client and Vendor relations
- Software development lifecycle / goal definition, strategy, needs assessment
- Instructional design / Process development / content management and consistency

E-learning Delivery

- Lead authoring / content assembly and database connectivity
- Prototyping / interface design / web, CD, DVD, Intra/extranet
- Learning Management Systems

Received Brandon Hall Award for outstanding new software design. Key role in leading edge distance learning development company. Management of multiple large scale projects for telecom, financial and networking clients

VIDEO PROFESSOR – Lakewood, Colorado

E-learning Manager – Multimedia Development (May 1997 to July 1998)

Responsible for all aspects of software development for 45+ titles with over 1 million CD-ROMs in circulation. Initiated and developed Multi-media department and directed a team comprised of internal staff and vendors to create platform for all Video Professor computer-based training.

Planning and Art Direction

- Project definition and scope
- Content Management/Storyboarding/Continuity

Programming

- Prototyping/Interface design
- Linear to digital video process / compression
- Authoring / coding
- Installation process / Delivery methodology
- Testing / Quality Assurance

Contract Negotiation / Licensing Issues

- Vendors / Distributors / Technical Services

Instituted Multimedia Department and within 4 months captured 90% of company sales. Multimedia Department increased net sales by over 3 million dollars in less than a year. Managed software development, CBT integration into current titles as well as website design and development.

Education

BA in Visual Communication

ITT

Military Experience

United States Air Force 1987-1991

Deployed Gulf War Veteran

References available upon request