**CAREER SUMMARY**

I use adult learning theory and instructional design best practices to strategically guide businesses to improve adult learner engagement, information retention, and skills application. My 25+ years’ experience in training and curriculum development combined with a doctorate degree in adult learning offers clients nuanced insights to achieve company learning outcomes. I focus on establishing clear design processes that are effective and sustainable creating a meaningful end-user experience.

**SKILLS AND STRENGTHS**

* **Consultation services:** client focused collaboration using empathetic listening, goal setting, strategic guidance to achieve learning outcomes.
* **Adult learning expertise:** understand and interpret theories as framework for training and development principles, practices and methods.
* **Instructional design methods:** use ADDIE, Bloom’s Taxonomy, Gagne’s 9, methods to improve adult learner engagement, support information retention and skills application.
* **Analytical research:** CITI certified to collect, synthesize, analyze, interpret, and share information from various sources to make appropriate recommendations.
* **Communication:** strong written and verbal abilities conveying information to individuals or groups that engages the audience and helps them understand and retain the message.
* **Facilitation:** delivering presentations suited to the characteristics and needs of the audience.
* **Software programs:** expertise using Microsoft programs, CRM, Trello project management to ensure efficient and effective consulting services.

**PROFESSIONAL ACCOMPLISHMENTS & CLIENT OUTCOMES (**[**https://drcarriegraham.com/insights**](https://drcarriegraham.com/insights)**)**

* Revised client certification program curriculum resulting in 41% increase in end-user learning satisfaction with topics, program delivery, work preparation.
* Developed quantitative user assessment tool and process for client resulting in 50% reduction of time spent assessing key performance indicators.
* Designed over 28 accredited programs in leadership development, health care education and various professional skills.
* Consulted with SMEs across 6 industries: higher and workplace education, health services, finance, marketing, social and professional services, information technology.
* Facilitated curated client programs ensured 98% attendee satisfaction.
* Collaborated with internal and external stakeholders to achieve client goals.

**WORK HISTORY**

* **North Carolina Agricultural and Technical State University**, Greensboro, NC, Graduate Professor in Adult Education, 01/2022 – present
* **COGLAS LLC**, Charlotte Metro, NC, CEO, Adult Learning Consultant, Instructional Design Strategist, 05/2017 – present
* **Catawba College**, Salisbury, NC, Director, Learning and Development Specialist, 08/2014 – 05/2020
* **University of Connecticut**, Storrs, CT, Faculty, Program Director, Coordinator, Researcher, 08/2003 – 05/2014
* **University of Washington**, Seattle, WA, Health Care Provider, 06/1999 – 05/2003
* **Dartmouth College**, Hanover, NH, Health Care Provider, 12/96 - 05/1999
* **National Athletic Trainers Association**, Dallas, TX, Training Development Facilitator, Health Care Provider, 01/1996 – 12/2021

**EDUCATION**

* **PhD** (2018) Adult Learning within Learning, Leadership and Education Policy Program, University of Connecticut, Storrs, CT
* **MA** (1996) Athletic Training within Health and Education Program, Western Michigan University, Kalamazoo, Michigan