

Christy Lock

Chicagoland & Southeast Wisconsin

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HIGHLIGHT OF QUALIFICATIONS

- **Talent Management & Leadership Development:** 10+ years designing and facilitating leadership workshops, enterprise programs, and development pathways for managers, individual contributors, and emerging leaders across construction, engineering, and manufacturing environments.
- **Enterprise Process Expertise:** Proven ability to manage talent review, succession planning, & performance management cycles, working closely with HR & leadership to ensure alignment, facilitation, and follow-up.
- **Learning Operations & Systems Management:** Experienced in administering and enhancing LMS tools (Cornerstone, Canvas, Vector) and talent systems to improve reporting, adoption, & learning impact.
- **Facilitation & Communication Excellence:** Engaging facilitator skilled at adapting content for diverse audiences and delivering high-impact workshops, both virtual and in-person, across large and small groups.
- **Career Development Programming:** Built multi-level learning tracks and competency-based development pathways to support leadership growth, employee retention, and organizational capability building.
- **Vendor & Stakeholder Management:** Skilled in managing vendor relationships, external facilitators, equipment trainers, OEMs, and internal SMEs to expand learning offerings and ensure quality delivery.
- **Continuous Improvement & Measurement:** Strong track record building scalable learning infrastructures with the ability to evaluate program effectiveness, refine learning solutions, leverage data, and implement improvements that enhance performance, engagement, and organizational capability.
- **Strong Interpersonal & Organizational Skills:** Known for relationship-building, operational excellence, collaboration with stakeholders, and leading projects with meticulous organization and attention to detail.
- **Leadership & Team Development:** Seasoned people leader with experience coaching, developing, and setting priorities for training teams, ensuring consistency, accountability, and high-quality delivery across functions and sites; recognized with multiple ATD BEST Awards (2023, 2024).
- **Coaching & Talent Development:** Certified coach (Gallup Strengths, Insights Discovery, DDI) supporting leaders with development planning, 360 feedback, and performance improvement.

EDUCATION

University of Southern Mississippi; Long Beach, MS (Executive Format)

Graduate coursework in Human Capital Development, Anticipated Graduation 2028

University of South Alabama; Mobile, AL

Master of Science in Instructional Design and Development, December 2020

Human Performance Improvement Certificate, November 2020

Auburn University; Auburn, AL

Master of Education in Administration of Higher Education, May 2010

Bachelor of Arts in Communication, December 2008

RELATIVE EXPERIENCE

Area Learning & Development Manager, August 2024 – Present

Smurfit Westrock, North Chicago, IL & Pleasant Prairie, WI

- Led the transition of 130 employees from a plant closure into a new, state-of-the-art mega manufacturing facility, ensuring workforce readiness and cultural assimilation during a high-stakes start-up.
- Designed and implemented scalable learning systems and performance solutions aligned with L&D frameworks for over 18 production roles to accelerate time-to-competency and operational excellence.
- Managed a team of 15 technical trainers, providing coaching, career development, and performance feedback to ensure consistent delivery of high-quality training for hourly employees.
- Built structured orientation and onboarding programs (Day 1 Orientation, New Hire Ambassador framework, SPARK supervisor check-ins) to strengthen employee engagement, retention, and cultural alignment.
- Managed OEM training with over 18 equipment manufacturers and suppliers, coordinating logistics and knowledge transfer to ensure operational readiness of new systems.
- Supported collaboration with internal corporate SMEs during the startup phase, aligning technical expertise with training to implement role-specific learning interventions and troubleshoot equipment.
- Partnered with operational leadership and SMEs to identify skill gaps, define learning objectives, and implement targeted training initiatives that supported compliance, safety, and quality standards.
- Administered the Cornerstone LMS, tracking completions, generating reports, and supporting audits to ensure regulatory compliance and training documentation integrity.
- Served as a trusted member of the site leadership team, contributing to strategic planning, change management, and workforce development during rapid growth and operational transformation.
- Embedded culture-building into all learning experiences, reinforcing Smurfit Westrock's values and promoting psychological safety, teamwork, and continuous improvement.

Senior Talent Management Specialist, January 2023 – August 2024

Gilbane Building Company, Chicago, IL (Hybrid)

- Contributed to strategy, talent lifecycle process, and programs associated with Learning and Talent Management at a construction management company
- Lead Manager Essentials, a six-month program for first-time managers based on leadership competencies facilitated through experiential learning, coaching, e-learning, and instructor-led events
- Enhanced onboarding and orientation efforts for new hires and their managers to enhance employee retention and organizational culture by reimaging a quarterly centralized orientation event
- Designed leadership development programs for individual contributors and aspiring leaders to support retention efforts, career growth opportunities, and skill building for early talent.
- Coordinated the redesign of Learning and Talent Management evaluation and reporting processes to better align business objectives and program outcomes
- Lead application writing process to achieve multiple ATD's BEST Awards in 2023 and 2024

Learning & Development Specialist / Instructional Designer, May 2019 – November 2022

Volkert, Inc., Mobile, AL (Remote)

- Served as the first learning and development professional to develop corporate learning curricula that align with the company's mission and support business goals
- Conducted needs assessment to determine a talent development strategy at a civil engineering and professional services firm with 1200 employees across 25 states
- Evaluated, selected, and implemented the company's first Learning Management System to enhance educational resources for employees and optimize training, licensing, and certification data
- Designed, developed, implemented, and evaluated virtual and residential learning programs: Emerging Engineers Leadership Curriculum, Project and Operations Management Program, ESOP Video Series, Annual Compliance, Volkert Streams, New Hire Training, Cost Estimating Tool Tutorials
- Produced video tutorials and instructor-led training materials for transportation engineering clients

Contract Learning Facilitator / Program Moderator, June 2019–May 2020

Pharmaceutical & Medical Device Clients, Virtual Environment (Project-Based)

- Moderated virtual leadership and clinical training programs for pharmaceutical clients during the COVID-19 pandemic, supporting facilitators, managing Q&A, and ensuring seamless participant engagement
- Coordinated learning technology, managed timing and flow, and delivered professional and compliant experience for highly technical audiences

Assistant Director of Academic Success; May 2016 – April 2019

Student Academic Success, University of South Alabama, Mobile, AL

- Oversaw and managed Learning Suite operations, including First Year Experience, tutoring for over 80 courses, mentoring, academic coaching, workshops, and leadership training
- Launched the Success Summit, an interactive conference for 250 first-year students each fall
- Collaborated with campus partners and faculty to develop, implement, and assess learning programs that resulted in a 14% increase in participant retention from year one to year two
- Hired, supervised, and evaluated approximately 90 employees to support programming each semester
- Taught CAS 100: First Year Experience, a class of 25-30 students each semester

Assistant Director of Learning & Tutoring Programs; August 2013 – April 2016

Center for Academic Success, Georgia Institute of Technology, Atlanta, GA

- Managed, developed, assessed, and reported on academic support programs and services that were offered to approximately 15,000 undergraduate students
- Managed operations and logistics of STEM tutoring facilities, technology, and learning resources
- Coordinated and directed all academic and social aspects of Tech Prep, a 10-day, residential, Calculus enrichment program for 70 incoming freshmen each summer
- Managed \$90,000 budget for Tutoring and Peer Learning Programs and \$65,000 for Tech Prep
- Provided leadership and reporting for a Complete College Georgia Innovation Grant in collaboration with Physics faculty to provide Supplemental Instruction in flipped physics classrooms
- Supervised and provided performance evaluations for Administrative Professionals, Academic Coordinators, Graduate and Undergraduate Interns, 85-100 tutoring staff each semester
- Gained Level III College Reading and Learning Association (CRLA) Certification for the Center
- Collected and analyzed data to prepare monthly reports for learning and tutoring programs

Academic Support Coordinator, January 2013 – August 2013

Center for Academic Success, Georgia Institute of Technology, Atlanta, GA

- Planned, provided direction to, and assessed ongoing learning programs: PLUS/Supplemental Instruction, 1-to-1 Tutoring, and Commons Tutoring in the absence of an Assistant Director
- Coordinated all academic and social aspects of Tech Prep, a 10-day, residential, Calculus enrichment program for 31 incoming freshmen prior to the start of the fall semester
- Taught CETL 2001: *Fundamentals of Tutoring* and conducted training under CRLA guidelines

KEY SKILLS

Talent Management Strategy

- Alignment of learning and talent management programs with business strategy, defining program scope and capabilities, developing KPIs, creating role-centric learning experiences, data-informed solutions, and enhancements to performance management and succession planning processes.

Instructional Design & Program Management

- Project management, collaboration, and relationship building needs analysis, set objectives and key performance indicators, instructional media and material design for maximum engagement (presentations, e-learning, job aids, participant guides, videos, webcast), marketing, program implementation, formative and summative evaluation, impact reporting
- Guiding frameworks: Dick and Carry Model (ADDIE with Agile approach), ARCS Model, Bloom's Taxonomy, Gagne's Nine Events of Instruction
- Technologies: Learning Management Systems (Cornerstone, Sakai, Canvas, Journey/Vector Solutions LMS), Microsoft 365, Google Suite, Camtasia, Rise, Audacity, Adobe Connect, Zoom, Canva

Teaching, Training, Coaching

- Gallup Certified Strengths Coach, Insights Discovery Practitioner, DDI Facilitator, experienced college instructor, corporate trainer, career coaching and leadership development for early to senior-level professionals, curriculum design to business needs, self-guided learning, collaborative learning, E-learning development and implementation, webinar moderator, charismatic and empathetic leadership.
- Facilitated virtual leadership and scientific programs as a contracted moderator for pharmaceutical organizations during COVID, ensuring smooth delivery, participant engagement, and technical coordination.

Event Planning

- Logistics coordination of in-person and virtual conferences, multi-unit collaboration, presenter coordination, scheduling, budget management, branding, marketing, technology coordination, catering management, and customer service

PORTFOLIO INFORMATION