

Johnathan Clayborn

World-Class Learning & Development Expert

Summary Statement

Proven, award-winning expert within the Learning & Development field with over 18 years of experience. An expert in delivering efficient, quality, scientifically proven training that positively impacts workforce metrics, learner retention, class enjoyment, all while decreasing company costs. Have trained sales, tech support, safety, and medical and clinical topics. Well versed in technology, including LMS platform optimization and training delivery methodologies.

Work History

DIGITAL TRAINING MANAGER

May 2020 -Jan 2023

Safety Services Company, Tempe, AZ

- Oversaw all aspects of digital training, internally and externally.
- Successfully pitched a new LMS platform and personally direct the deployment, training, and migration of all users in less than 6 months.
- Provided a solution that allowed the company to digitally deliver products to the customers that saved the company approximately \$650,000 in the first year alone.
- Completely redesigned new hire orientation and sales training to enhance learner retention and increase KPI metrics.
- Worked with key stakeholders, third party vendors, and external business partnerships to develop a world-class training program.
- Developed Document ID System to allow us to group them by topic, content, type, and to track versioning and changes to documents and training materials.

DIRECTOR OF TRAINING

Jan 2016 - Nov 2019

Lifewell Behavioral Wellness, Phoenix, AZ

- Oversaw all aspects of training within the agency, including New Hire Training, Supervisor Training, Administrative Training, & Clinical Training.
- Instituted key LMS changes that maximized efficiency and cost-savings while maintaining training quality (I was a speaker at a national conference on this topic in 2016).
- Instituted new methods for delivering training in order to balance resource load and time requirements that ensured that all required training was delivered when needed.
- Won 13 consecutive quarterly awards for training compliance and quality - the only agency with more than 1,000 employees in the state of Arizona to win that award.
- Lead initiatives at the state level to modernize training compliance regulations, proficiency, and assessments.
- Consistently delivered more than 40,000 trainings per year.

TRAINING COORDINATOR

Sep 2014 – Jan 2016

Native American Connections, Phoenix, AZ

- Oversaw all aspects of training within the agency.
- Worked with key stakeholders and vendors to build out a top-level training program.
- Fostered relationships with peers and the community to build a training network to share best practices, resources, and information.

BUSINESS PROCESS ANALYST

Jun 2013 – Sep 2014

UnitedHealthcare, Phoenix, AZ

- Developed cutting-edge job-aid and workflow processes to increase efficiency and accuracy
- Developed detailed reports of KPI metrics
- Developed practices to eliminate redundancies in the workflow and optimize customer and employee experience

ASSOCIATE INSTRUCTIONAL TRAINER

Dec 2012 – Jun 2013

UnitedHealthcare, Phoenix, AZ

- Developed and facilitated training for internal employees
- Utilized both in-person and internet-based delivery technologies
- Developed training material library for internal storage and assessment of training documents

SYSTEMS TRAINER

Feb 2010 – Nov 2012

Southwest Behavioral Health Services, Phoenix, AZ

- Developed and facilitated training materials
- Performed GAP Analysis and developed crucial training to fill an emergent need
- Wrote technical documentation, job aids, and built a reference library of interactive help modules
- Developed advanced reports and analysis tools

SENIOR CLASSROOM MANAGER

Dec 2006 – Feb 2010

Stream Global Services, Phoenix, AZ

- Oversaw training and supervision of other Classroom Managers
- Developed and facilitated training materials for internal clients
- Revolutionized the way that training was facilitated to New Hires, which increased our employee retention rates by 73% and saved the company \$300,000 per year in employee onboarding costs.
- Trained more than 10,000 employees.

Education and Training

Master of Science, Educational Psychology
Walden University, Minneapolis, MN
2014

Bachelor of Science, Psychology
Grand Canyon University, Phoenix, AZ
Summa Cum Laude
Minored in Education, English, & Philosophy
2012

Certifications

- BLS (CPR) Instructor - Nov 2018
 - Therapeutic Options Certified Trainer - Nov 2018
 - Family Psychoeducation (FPE): Engaging Members and Families/Supports as Partners in Care (Master Facilitator) - Jun 2017
 - Integrated Dual Disorder Treatment (IDDT) (Master Facilitator) - Jun 2017
 - Motivational Interviewing: Seeking Motivation for Behavior Change (Master Facilitator) - Mar 2017
 - Cultural Competency 200 (Master Facilitator) - Jul 2016
 - Connecting Minds - Practices for Integrated Care (Master Facilitator) - Jun 2016
 - Cultural Competency 101: Embracing Diversity (Master Facilitator) - Jan 2015
 - FEMA Professional Development Series - Sep 2014
 - NAC Security Clearance - Apr 2013
 - Apple Certified Trainer - Jul 2009
 - Sprint Certified Trainer - May 2009
 - Dell Certified Trainer - Nov 2008
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Presentations

- Arizona Learning Consortium speaker, Oct 2019
 - Arizona Learning Consortium speaker, Feb 2017
 - Impact Nation national conference speaker, 2016
 - Walden University Doctoral Residency, San Diego, Aug 2014
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Awards and Honors

- Mercy Care Gold Standard Award - Sep 2019, Jun 2019, Mar 2019, Dec 2018, Sep 2018, Jun 2018, Mar 2018, Dec 2017, Sep 2017, Jun 2017, Mar 2017, Dec 2016, Sep 2016
 - ASU - Southwest Interdisciplinary Research Center Community Research Fellow - Feb 2015
 - Employee of the Quarter - Jun 2007
 - ACE Plus Scholarship - Jan 1996
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Skills

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| • Advanced Reporting | • Developing business relationships | • Curriculum Development |
| • Management & Supervision | • Leadership Development | • Andragogy |
| • Strategic Planning | • Product Development | • Conflict Resolution |
| • Curriculum design & instruction | • Research | • Root Cause Analysis |
| • Leadership | • Project Management | • GAP Analysis |
| • Customer Relations | | • System Administration |

- E-learning
- Microsoft Office
- Excel
- ADDIE
- AGILE
- SCORM
- Human Resources
- Technical Writing
- Business Process Analysis
- Process Mapping
- Program Development
- Public Speaking
- Report Writing
- Content Creation
- Communication
- Technology
- Problem Solving
- Troubleshooting
- Customer Service
- Data Analysis
- Technical Support
- Continuous Process Improvement
- Training
- Staff Development
- Team Building
- Graphic Design
- Captivate
- Storyline
- LMS Administration
- HRIS Systems
- Marketing Operations
- Statistics
- Healthcare
- Mixed Methods Statistics
- Performance Improvement
- Quality Assurance
- KPI Measuring
- Salesforce