

Professional Summary

- Committed to life-long learning of skills and knowledge with a variety of experiences in education, information technology, business, and retail, including management and supervisory experience.
- Demonstrated work history characterized by an ability to creatively solve problems, analyzing situations and developing viable solutions and/or alternatives, integrating technology where effective, while maintaining the highest levels of customer service.
- Proven success working both independently and in a team-oriented, collaborative and matrix environment; discipline to perform tasks independently from a remote location using a combination of mobile and computer-based communication and collaboration tools.

Core Competencies

Experienced Learning Professional	Leadership
Program Development & Management	Building & Coaching Teams
Strategic Planning	Customer Service Passion
System Design Thinking	Adaptability to Change
Stakeholder Management & Engagement	Technology Savvy

Professional Experience

Lead Program Manager, US New Talent Development, April 2017—present, NATIONAL GRID, Liverpool, New York.

Provide thought leadership, strategic planning, and direction across all aspects of National Grid's new talent strategic development programs throughout the entire US footprint. Strategically partner with business functional leads and policy owners to ensure that the new talent development interventions align to business and HR priorities; build strong relationships with key external organizations to share best practice and maximize return on talent development investments.

Accomplishments

- Managed project to re-write over 70 operator qualification exams for gas operations and pipeline compliance, implementing new online testing and security protocols within the project deadline, ensuring quality and content validity.
- Developed a new talent development team that included collaboration, "cross-training", and peer review and coaching to build the "bench strength" of the overall team.
- Implemented four new college partnership development programs in New York and Massachusetts resulting in the hiring of over 45 new gas field operations and customer meter services employees. Improved process and procedures for development program application and admissions, candidate selection, and strategic scheduling and planning of classes.
- Supported new field Supervisor Enablement program in the creation and implementation of a discipline specific training curriculum, including the development of new courses to address gaps in available offerings.

Lead Instructor / Instructional Designer, July 2014—April 2017, NATIONAL GRID, Liverpool, New York. SAP Training Liaison, working across the company to consult, design, develop and deliver one-on-one

coaching, eLearning or computer-based training (CBT), face-to-face and virtual classroom training, develop performance support materials and other training related materials on SAP Portal and SAP GUI role-based transactions and activities, as determined by training needs analysis and design plan.

Accomplishments

- Collaborated with business areas in time governance and payroll, finance, warehouse management, and procurement to develop performance support materials and training content.
- System Administrator and content developer on ANCILE uPerform (SAP Productivity Pak) for SAP Help, training and performance support. Trained others on uPerform content development and file management. Liaised with technical teams and vendors for server support, issues, and maintenance.
- Consulted with vendors and contractors on training material development, implementation and evaluation. Developed global eLearning design standard for content development.
- Assisted with the development and implementation of fiscal year annual learning plans and service level agreements, managing and delivering set expectations.

Senior Instructional Designer, November 29, 2010—July 2014, NATIONAL GRID, Melville, New York. Hired as a consultant/contractor and accepted a full-time permanent position in October 2011. Designed and developed technical training for a variety of delivery methods including instructor-led, eLearning, and blended.

Conference / Presentations

Cunia, E. & Green, C. (2018, Sep), *Social Media as a Learning Tool*. Presented at Central New York Chapter Association for Talent Development program, Syracuse, NY.

Cunia, E. & Liddle, D. (2017, May), *A Class Isn't Always the Answer: Reframing Training at National Grid*. Presented at the SAP 2017 SAPHIRE NOW + ASUG Annual Conference, May 16-18, at the Orange County Convention Center, Orlando, FL.

Computer Skills

Currently use MS Office 2016/365 for PC and MS Office 365 for Mac, WebEx, LYNC/Skype for Business, Adobe Creative Cloud, and Articulate 360.

Volunteer Service

Vice Chair, Employee Learning Awareness Committee, 2019—present. CNY Chapter Association for Talent Development (ATD), Syracuse, New York.

Newsletter Editor, 2017—present. CNY FOLKSMARCH, Syracuse, New York.

Board Member, Committee Member, Judges Liaison, Webmaster, Parade Marshal, 2005—present. SYRACUSE ST. PATRICK'S PARADE, (<http://syracuseparade.org>) Syracuse, New York. Shamrock Award recipient, 2017.

Education

Master of Science, Instructional Design, Development, & Evaluation, SYRACUSE UNIVERSITY, Syracuse, New York (2005). Completed additional 48 credits beyond the Master's degree in the field of Instructional Design and Academic Research.

Bachelor of Arts, Psychology (Minor: Education), SYRACUSE UNIVERSITY, Syracuse, New York (1993).