

Career Objective

To obtain a management position that utilizes my talent development and information technology background and further develops my knowledge and capabilities of the energy industry and business services.

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.
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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).

Professional Experience

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.

- 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.
- Created 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.

- 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. Train others on uPerform content development and file management. Liaison with technical teams and vendors for server support, issues, and maintenance.
- Assist 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.

Web Designer, September 2003—April 2017, SELF-EMPLOYED, Syracuse, New York.

Independent Sales Representative, September 2010—January 2013, AVON, New York.

Instructional Design Consultant, August 2008—November 2010, SELF-EMPLOYED, Syracuse, New York.

Teaching Assistant, June 2009—August 2010, MERRIDAY SCHOOL, Syracuse, New York.

Graduate Assistant for Instructional Design, August 2004–August 2008, TRANSACTIONAL RECORDS ACCESS CLEARINGHOUSE (TRAC), Syracuse University, Syracuse, New York.

Consultant/Learning & Development Intern, July 2007–July 2008, KELLY SERVICES / ITT CORPORATION, INDUSTRIAL PROCESS, GOULDS PUMPS, Seneca Falls, New York.

Consultant/Instructional Designer, January 2006–January 2007, COMSYS, INC. / JHT, INC., Orlando, Florida.

Office/Technical Support, November 2001—May 2005, SYRACUSE UNIVERSITY, Syracuse, New York.

Manager, November 1997—November 2001, FIRST MATE, INC., dba Mail Boxes Etc., Syracuse, New York.

Bookkeeper/Office Manager, November 1995—November 1997. FEHLMAN BROS., INC., Syracuse, New York.

Conference / Presentations

Cunia, E. & Liddle, D. (2017, May). Presented at the SAP 2017 SAPPHIRE NOW + ASUG Annual Conference, May 16-18, at the Orange County Convention Center, Orlando, FL.

Computer Skills

Currently use MS Office for PC 2010 and MS Office for Mac 2011, WebEx, LYNC/Skype for Business, Adobe Creative Cloud, Articulate 360, Ancile uPerform, and SnagIt.

Volunteer Service

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.