

- Extensive experience in the eLearning, Instructional Design, Performance Improvement, and Knowledge Management arena
- Skills in: Business Simulation and Instructional Design, Development, and Management; Human-Computer Interaction; Information Architecture; Story-based Learning; Social Learning; Knowledge-based Systems; Artificial Intelligence
- Successful design and management of multiple high-impact Leadership Development and Performance Improvement programs for top-tier business schools and Fortune 500 companies

Professional Experience

Knowledge Narratives

*Principal Owner
Atlanta, GA*

9/2013 – Present



Strategic performance improvement consulting and instructional design services, specializing in technology-enabled training solutions, including eLearning, Simulations, Story-based Learning, and Knowledge Management, all with a focus on application to “move a meter that matters.”

Emeritus

*Sr. Instructional Design Manager
Singapore (Atlanta, GA)*

11/2023 – 1/2025



Primary instructional design lead on customized learning programs on topics ranging from Executive/Manager Development to Fostering an Innovative Culture. Developed effective application-driven learning experiences by combining content from the world’s top universities (Columbia, MIT, Harvard, Berkeley, Stanford, Imperial, IMD, etc.) with information from leading practicing experts in domains ranging from Well-being to Artificial Intelligence to teach thousands of executives, managers, and front-line employees of some of world’s most successful organizations (Google, AWS, Tetra Pak, Comcast, Allianz, BNP-Paribas, etc.). Impact survey results include 94% positive impact on career and 91% positive impact on business/organization.

ExecOnline

*Vice President, Learning Design
New York, NY (Atlanta, GA)*

2/2014 – 2/2023



Led the creation of 125+ online Leadership Development offerings in partnership with top business schools including Berkeley, U of Chicago, Columbia, Darden, Dartmouth, Duke CE, IMD, Ivey, MIT, Stanford, Wharton, and Yale. As of 2023, these “learning by doing with impact” programs were taken by 140K+ participants from 1200+ companies in 100+ countries with very strong satisfaction scores (avg: 90% Likely to Recommend; 97% Likely to Apply; 45 Net Promoter Score) and ~104x ROI.

KornFerry Int’l

*Vice President, Business Simulations/Interactive Solutions
Waltham, MA (Atlanta, GA)*

2/2012 – 8/2013



Instructional Design Lead focused on the design and development of innovative interactive eLearning solutions for Fortune 100 clients. Transitioned an extensive library of classroom-based Diversity/Inclusion and Management/Leadership Development IP to an online medium.

Bank of America

*Vice President, Global Learning Organization
Charlotte, NC (Atlanta, GA)*

10/2007 – 11/2011



Global leader with several roles related to improving the learning/performance of 300K+ employees. Specific areas of focus included Enterprise Compliance, Global Onboarding, Banking Center Operations (Sellers/Tellers/Leaders), and Global Curricula/Content Maintenance. Designed and implemented a pioneering Social Simulation solution offering and accompanying proprietary storyboarding tool.

Tata Interactive Systems

*N. American Dir of ID / Chief Evangelist: Story-based Learning
Mumbai, India (Atlanta, GA)*

5/2003 – 10/2007



Responsible for supporting the N. American Sales Team and consulting with TIS clients during Analysis and Design phases of custom course engagements. Led an integrated international multi-disciplined team in detailed responses to client proposals of expressed needs. Headed a Line of Business Practice focused on the instructional benefits of Story for the transfer and retention of knowledge.

Media1st

*Chief Learning Officer
Atlanta, GA*

10/2001 – 1/2003



Externally responsible as company-wide Head of Instructional Design and Content Development for multiple video-centric eLearning initiatives for several large corporate clients (AllState, General Electric, Marsh, Citrix, Notre Dame). Internally responsible for designing and implementing an employee education and skills development program (Media1st University) and providing visionary ideation towards enhancing the features and functions of the iNstruct platform/product.

Professional Experience (cont.)



Arthur Andersen Virtual Learning Network

10/2000 - 5/2001

Sr. Manager; Atlanta, GA



iXL Enterprises

4/1999 - 9/2000

Sr. Instructional Consultant; Atlanta, GA



Allen Communications

4/1998 - 1/1999

Dir-Academy of Multimedia; SLC, UT



Andersen Consulting

8/1991 - 4/1998

Sr. Manager, Media Tech; Chicago, IL

Education & Skills

1987 – '91



The Ohio State University

Columbus, OH

B.S. Industrial and Systems Engineering (focus: Human Factors and Ergonomics)

1992 – '94



Northwestern University: The Institute for the Learning Sciences

Evanston, IL

M.S. Computer Science (focus: AI, Cognitive Science, Education)

Conference Presentations

- ISPI Global Conf 2009 – Orlando (*Encore*)
- ISPI Global Conf 2008 – Orlando
- Day of Learning 2008 (ASTD/BoA) – Charlotte
- eLearning Guild Online Forum 8/07 – Virtual
- ASTD 2006 Conference & Expo – Houston
- Learning 2005 – Orlando
- Training 2004 – Atlanta
- Training Directors Forum 2004 – Phoenix
- TechLearn 2004 – New York
- Online Learning 2004 – San Francisco

Published Articles

- **Training & Development Methods Journal** – V21, No. 3, '07
Igniting Instruction Through a Narrative Spark
- Highly Commended Award Winner: 2008 Emerald LiteratiNetwork Award of Excellence
- **Human Capital Management Magazine** – Sept/Oct & Nov/Dec '07
For Sale: Baby shoes. Never used.
Four Ways to Use Story in Course Design
- 2-part Instructional Design Series on the use of Story in learning

References & Select Projects

- Endorsements and Letters of Recommendation are available via LinkedIn and/or upon request.
- Details of notable past projects are available at: knowledgenarratives.com/Projects/