

# Brian S. Jewell, MSOD

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## Qualifications

- 20 years learning and development experience
- 10 years instructional design experience
- Extensive soft skill training experience
- Technical training experience
- Sales training experience
- Experience with various instructional techniques: VILT, ILT, CBT, WBT
- Experience with corporate and call center environments
- ASTD Member

## Certifications

- Birkman Personality Assessment Certified
- Certification in Human Performance Technology – University of West Florida
- Certification in Conflict Resolution – Abilene Christian University
- Certified DDI Facilitator – Development Dimensions International
- Crucial Conversations - VitalSmarts
- Crucial Accountability – VitalSmarts
- Influencer –VitalSmarts
- Getting Things Done – VitalSmarts
- Speed of Trust – FranklinCovey
- InsideOut Coaching Method - InsideOut
- IMPAX Sales Process – IMPAX Corporation

## Professional Experience

### Performance Consultant, Organizational Effectiveness Availity, L.L.C.

6/2009 – Present  
Richardson, TX

- Consult with various departments to determine training needs using competency models, needs assessments, and talent assessments.
- Lead all internal leadership and employee development programs for 1,000 employees. Programs include training, coaching, and support for all levels of the organization in multiple cities.
- Work on a team to design a new manager curriculum including monthly manager lunch and learns, an internal social network and discussion board, and various courses around communication.
- Manage the internal LMS for the organization. Duties include loading and testing courses, designing course plans and curriculum, running analytics and data reports.
- Work in partnership with departmental leadership to curate content to enhance organizational initiatives.

### Specialist, Workforce Performance – Internet Operations Idearc Media

5/2008 – 6/ 2009  
Coppell, TX

- Design training for new product and software releases for sales and support teams. Training materials include user guides, job aids, presentations (CBT, ILT and VILT), and product release bulletins.
- Work closely with software developers and subject matter experts to understand the impact of new product releases to the business and end users.
- Worked with Internet Division management to assess learning needs for Sales divisions and Customer Service divisions.

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**Learning Consultant, Countrywide University  
Foundational Programs**

8/2004 – 5/ 2008

**Countrywide Home Loans**

Fort Worth, TX

- Worked closely with departmental clients to analyze learning needs, select the most effective intervention method, develop the materials, and worked with the implementation team complete the selected intervention method.
- Served as the lead with Oracle/PeopleSoft CRM v9.0 for the company and was the primary point of contact for all new system users. Worked closely with IT to test new upgrades to the system and facilitated the training for all users for new enhancements.
- Developed all training materials including presentations, job aids, and reference manuals for the upgrade to CRM v9.0 from CRM v8.8. Facilitated training for over 700 users.
- Supported Human Resources personnel through analysis, consulting, design and delivery of training, evaluation and implementation follow-up.
- Developed training curriculum for a new HR Shared Services division from inception that included payroll, benefits, technical troubleshooting for an internal HR website, employee relations, compliance, and other issues.
- Designed a new career path and step progression model for the HR Shared Services center that identified measurement metrics and development training.

**Corporate Trainer  
Starz Encore Group**

5/2000 – 11/2003  
Denver, CO

- Managed training needs for a nine-location, 10,000 employee digital satellite provider.
- Designed and implemented training modules for customer service, sales/ communication skills, as well as coaching and motivation skills for all employment levels.
- Presented frontline and leadership development training classes.
- Designed and maintained an internal web-based training and resource site that helped with the sales of the Starz Super Pak.
- Maintained contact with key call center personnel to determine current and ongoing training needs.

## **Education**

**Abilene Christian University**

Master of Science in Organizational Development  
Certification in Conflict Resolution

**University of North Texas**

BAAS Applied Technology/ Performance Improvement

**University of West Florida**

Certification in Human Performance Technology