

# Adrienne Thomas

Charlotte, NC  
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OBJECTIVE: Obtain a position in training and development where I can help the company and individuals grow to their fullest potential.

## LINKS

<http://www.linkedin.com/in/adwthomas>  
[designerawt.com](http://designerawt.com)

## WORK EXPERIENCE

### **Instructional Designer**

Duke Energy – Contract  
Charlotte, NC  
December 2019 – June 2020

Developed project plans, timelines, and issue logs; monitor the course development for Standardized Line Curriculum to meet course offering deadlines, manage course project from inception to completion

- Developed solutions via Instructor-led to offer creative, relevant and productive learning experiences to various audiences
- Produced participant guides, facilitator guides, and multi-layered PowerPoint presentation for instructor led instruction

### **Senior Analyst, Payroll Training**

Compass Group – Corporate  
Charlotte, NC  
January 2017- November 2019

- Develop new hire payroll process curriculum using ADDIE process through authoring tools - Articulate, PowerPoint and Word
- Facilitate new hire training & software webinars
- Develop video, hand-on activities, facilitator and participant guides and job aids
- Developed and facilitated team ice breakers, professional development soft skills training for Active Listening, Written Communication and Email Etiquette
- Produce monthly department newsletter
- Update department intranet sites

### **Payroll Tax Analyst**

Ingersoll Rand  
Davidson, NC  
October 2017-January 2018

- Review, research, and resolve tax jurisdiction inquiries.

### **Training Facilitator**

Walmart - Global Business Services  
Charlotte, NC  
May 2017 to September 2017

- Facilitated change management curriculum,
- Developed interactive participant and facilitator guides

### **Payroll Tax Manager**

TriNet  
Fort Mill, SC  
January 2014 to March 2017

- Manual calculation of Group Term Life Insurance imputed income for W2 statements.  
Manual balance of W2 to check calculations.

### **Learning Specialist**

ADP  
Alpharetta, GA  
April 2010 to July 2013

- Delivered payroll customer service and ADP software instructor-led training to 100+ new nonpayroll contract employees (70% became permanent employees) using role-playing simulations, team exercises, group discussions, video, and lectures.
- Delivered soft skills virtual training via WebEx and Live Meeting for topics such as Customer Service, Crucial Conversations, and Net Promoter System, etc., using breakout rooms, real-time polls, remote technical assistance, quizzes, and attention monitoring tools.
- Developed pre-work, facilitator and participant guides, learning games, job aids, and assessments for participants to ensure training was interactive and effective.
- Administered training curriculum using Learning Management System tools including Cornerstone, Learning Edge, and QuestionMark. Enrolled associates in training, verified curriculum completion, and assessed participant evaluations.
- Managed classroom environment for the diverse population of ages, education levels, and work experience of 2-18 associates for their first 90 days of employment to ensure new employees understood the company culture and technical skills they needed to perform their jobs.
- Provided training metrics for attendance, participation, assessment scores and job readiness to the Learning Management team and Service Team Management.
- Received evaluation scores for overall trainer instructor-led and virtual instructor-led evaluation scores of 95% and overall course evaluations of 91%.

### **Payroll Consultant**

ADP  
Alpharetta, GA  
February 2006 to April 2010

- Trained payroll staff and call center employees on customer services skills such as how to ask probing questions to better obtain the root cause when resolving tax and other payroll related issues
- Developed root cause analysis to improve efficiency for payroll and year-end processes
- Assisted in the development, testing, and implementation of new or modified system changes to meet shifting requirements.

EDUCATION

**BS in Marketing Management/Speech Communications**

The University of North Carolina at Greensboro  
Greensboro, NC

SKILLS

Facilitator (10+ years), Microsoft Office (10+ years), Adobe Photoshop (1 year), Adobe Illustrator (1 year), Facilitator (10+ years), Articulate Storyline 360 (8 months), Captivate 9 (6 months)

CERTIFICATIONS/LICENSES

**Instructional Design Certificate  
Association of Talent Development**

GROUP

**Toastmasters**

*Area 31 Director*  
Region 7, District 37  
2019-2020

*VP Public Relations*  
Compass Speaks Out Chapter  
2018 –2019

*Club President*  
World-Class Leaders Chapter  
July 2009-2010

*VP Education*  
World-Class Leaders Chapter  
2009-2010

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**Association for Talent Development**

VP of Professional Development, Charlotte Chapter  
2019

Co-VP of Programs, Charlotte, NC  
2020

ADDITIONAL EDUCATION

*Lynda.com courses*

Instructional Design: Adult Learners  
Instructional Design: Creating Video Training  
Instructional Design: Adult Learners  
Instructional Design: Adult Learners  
Instructional Design: Models of ID  
Instructional Design: Storyboarding  
Instructional Design: Creating Video Training  
Inkscape Essential

Instructional Design: Needs Analysis  
Instructional Design: Models of ID  
Instructional Design: Adult Learners  
Instructional Design: Working with SME's  
Instructional Design: The Neuroscience of Learning  
Instructional Design: Agile Instructional Design  
Graphic Design for Business for Professionals  
Photoshop Basics