

TINA GATES, M.S., M.S.Ed.

TRAINING & LEARNING DIRECTOR

CONTACT INFORMATION

Canton, MI 48188 

tinredd@gmail.com 

[Edugrammer](#) 

[LinkedIn](#) 

[Website/Portfolio](#) 

EDUCATION

Master of Science in Education (M.S.Ed.)
Learning Design & Technology
Purdue University, May 2018

Master of Science (M.S.)
Computer Information Systems
Boston University, Dec 2015

Bachelor of Science (B.S.)
Mechanical Engineering
Wayne State University, Dec 2007

COMPETENCIES/SKILLS

Strategic planning • **Process design** • Communication plan development • **Training program and workshop development** • Organizational development • **Team leadership** • Data analysis • **Instructional design** • E-learning development • **Public speaking** • Operational communication • **Knowledge management optimization** • Onboarding program development • **Coaching** • Instructional evaluation analysis • **Product launch** • Operations management • **Adult learning delivery** • ADDIE • Kirkpatrick evaluation (all levels) • Process visualization

TECHNICAL & TOOL PROFICIENCY

Moodle • Articulate 360 Suite • Litmos • Camtasia • Vyond • Zoom • WebEx • Confluence • Slack • SurveyMonkey • Adobe Photoshop • Adobe Captivate • Microsoft Office Tools • Audacity • JIRA • SQL • PHP (& libraries) • JavaScript (& libraries) • jQuery • CSS/SASS • MAMP • Unix • Apache

THOUGHT LEADERSHIP

Respected organizational and industry thought-leader with a unique skillset and extensive leadership experience across the education and technology spaces. A proven track record of starting and growing successful teams, leading, and designing training and enablement experiences, and leading software teams in the design and development of a diverse array of market-leading, revenue-generating instructional and software products and services. Expert presenter, designer, developer, industry contributor, and instructor who has worked cross-functionally to develop and maintain efficiencies and form strategic partnerships.

WORK EXPERIENCE

Founder & Instructional Strategist December 2020 - Present
Edugrammer, Canton, MI

Achievements

- **Deliver** original, informative content to digital learning specialists.
- **Consult** on professional development sessions for individuals in Educational Technology, Instructional Design, and Organizational Development.
- **Lead** expert panels on educational best practice in corporate and academic settings.
- **Consult** learning specialists on instructional design best practice.
- **Develop** communication plans for cross-functional teams in a SaaS companies.
- **Consult** organizations on technology implementation and onboarding.

Director of Training & Digital Enablement Oct 2015 - Present
Ascend Learning, Leawood, KS (remote)

Achievements

- **Launched** a training department that provided product training and employee development to 150 employees.
- **Developed** and executed an executive training strategy to support internal team onboarding and client product training for three software platforms and 500,000+ client users.
- **Developed** and executed an internal knowledge management strategy across three software platforms.
- **Led** hiring process for Training department.
- **Directed** a geographically diverse team of instructional designers and content writers, including international contractors.
- **Vetted** and selected vendors for Learning and Development operations.
- **Implemented** an agile methodology (Scrumban) for content and e-learning development, which resulted in 0 missed project release deadlines since January 2019.
- **Scaled** existing instructor-led training offerings to highly rated digital interactive e-learning, reducing Client Service department expenses by 21% for internal team training and onboarding, while supporting 150 internal employees and 500,000+ client users.
- **Consulted** corporate leadership on adoption of educational technology across the entire organization.
- **Collaborated** with corporate IT and HR to develop and implement an internal onboarding university for client-facing service staff which resulted in a +200% increase in productivity within the first three months of hiring (when compared to productivity prior to the implementation of onboarding).

Training Specialist Dec 2014 – Oct 2015
MedHub, Inc., Dexter, MI

- **Launched** service for client-facing training workshops.
- **Moderated** expert panels at annual conferences.
- **Designed** internal onboarding (classroom-based) to new internal team members.
- **Managed** client-facing Instructor-led training sessions for 100+ clients.
- **Designed** internal job aids
- **Launched** and **managed** cross-team internal process library (process playbook)
- **Introduced** internal knowledge management system and workflows

TINA GATES, M.S., M.S.Ed.

TRAINING & LEARNING DIRECTOR

WORK EXPERIENCE (CONT'D)

Senior Software Developer
MedHub, Inc, Ann Arbor, MI

Feb 2009 - Dec 2014

Achievements

- **Coached** a team of six software developers, providing software platform training and guidance on team coding practices.
- **Developed** and implemented the Business Analyst role, that resulted in a 30% reduction in time to resolution for escalated software bug tickets.
- **Executed** and managed the internal process for Tier 2 support escalation.

RECENT INDUSTRY CONTRIBUTIONS

Association for Talent Development – A2ATD
Session Speaker: Scale & Prevail – The Technology/Tradition Alliance

October 2021

Stanford University Center for CME
Panel Moderator: Future of Work Virtual Conference

Aug 2021

Edugrammer
Founder & Contributing Blogger
<https://edugrammer.com>

Dec 2020

PROFESSIONAL CERTIFICATIONS/AWARDS

Project Management Essentials Credentialed (PMEC)
Management & Strategy Institute
Credential ID: 99769986

Scrum Foundations Credentialed (SFC)
SCRUMStudy – Accreditation Body for Scrum and Agile
Credential ID: 878547