

**M. Joy Rowley, M.A., ACC, PMP®, CSSGB**

Seeking opportunities developing an organization with adherence to quality practices. Expert knowledge and experience in applying the theories, practices and methods of adult learning, project management and organizational change.

**EXPERIENCE**

**Joy Life Coaching and Training, - Herndon, Virginia 2004-Present**

***Owner /Independent Consultant/Contractor***

- Provides diverse performance improvement and organizational development solutions – develops client focused training solutions resulting in increased customer satisfaction, employee satisfaction and meeting bottom line goals. Clients include Exxon-Mobil, Fairfax County, Navy Federal Credit Union, U.S. Defense Intelligence Agency, NIH, Roche, and numerous clients as a subcontractor resource.
- Projects include co-management of strategic initiatives; developing training instructor and employee materials in a variety of formats, job training, managing the development of and delivering on-line training programs, facilitating teams through change activities, conducting organizational assessments. Sets objectives and evaluation criteria, develops, monitors and updates evaluations. Creates and manages tools, templates, project plans, and evaluation reports. Identifies best practices through collaboration with leading experts in new and collaborative technologies.
- Teaches Introduction to Project Management (ILT and virtual), Quality for Project Managers, Six Sigma Green Belt, PMP Exam Preparation, Leadership, Communications and Coaching and Mentoring. Clients include Fairfax County, City of Alexandria, Northern VA Community College, Navy Federal Credit Union, U.S. government, ESI International. Teaches and develops on-line courses for the College of Professional Studies, Master's Degree in Project Management for Northeastern University, Boston, MA.
- Provides professional life and career coaching services to include; Career development and transition, emerging leaders, personal. Clients include; The Women's Center of Vienna, Leadership Arlington, Haven of NOVA (grief support coaching volunteer), U.S. Dept.of the Interior, First Sun Consulting. Assists Haven in conducting new volunteer training.

**ESI International - Arlington, Virginia**

**2001-2004**

***Senior Client Solutions Manager, Curriculum Development; Project Management***

- Responsible for training design, development and ongoing project management and leadership training solutions for leading clients, including multi-nationals.
- Managed client focused team to develop client solutions with respect to business development, marketing and program and process management.
- Interfaced with senior executive level staff to identify project needs and create action plans.
- Conducted career track analysis with user population to obtain job requirements in order to develop career coaching and training plan.
- Used ADDIE principles to assess needs and develop customized training solutions.
- Proofread and approved contracts- managed stakeholders, end users and vendors through project launch.
- Co-formulated and managed strategic implementation of blended learning solutions for major clients.
- Developed Level III Evaluation strategy, survey and feedback mechanism for a major client.

**PSINet, Inc. - Herndon, Virginia**

**2000-2001**

***Director, Process Integration and Training***

- Responsible for process integration, strategic direction and employee development for Global Web Hosting Operations (over 300 employees).
- Managed webmaster and Global Process manager position.
- Conducted training analyses, recommended new training and HR programs.
- Partnered with internal and external vendors to integrate new products and processes in 14 hosting centers.
- Made program recommendations to Hosting Center directors and managers.
- Managed the development of training manuals and employee handbooks and implemented new program directives.
- Developed and delivered virtual training classes on new software and processes.
- Managed operational budget, forecasts and tracked expenditures.
- Responsible for customer account management, technical assessments, tracked ongoing technical issues.

**Baan Company - Herndon, Virginia**

**1998-2000**

***Director, Human Capital Development/ Customer Service and Support Division***

- Responsible for development and implementation of learning strategies and programs for all levels of employees and management for 700 employees worldwide.
- Managed 3 global training staff members.
- Developed programs based on defined needs and data management including: Dennison Organizational and Cultural Survey, job analysis focus groups, Centra Symposium learning platform, technical support skills inventory.
- Reported to President as part of services, support and education leadership team, projects included: technical support certification, management identification research, Web- enabled learning, Web site, Management development, virtual campus, internal and external training initiatives.

- Mentored staff and peers and used resources creatively to save time and costs on projects where appropriate.
- ISD project development and adhered to principles of total quality management.

**Xerox Corporation** - Leesburg, Virginia

**1993-1998**

**Project Manager, Xerox Document University**

- Responsible for needs analysis through program implementation for sales educational product offerings.
- Responsibilities included: Project planning, vendor selection and contract management, client meetings, needs analysis, creative/ cost effective design strategies, development of products representing various types of learning platforms - including instructor led training (CBT, Web-enabled learning, video scripting and production).
- Managed products including: universal new hire kit (3 CD-ROM set), leadership through quality training (video, web-based and self-paced learning), Docucolor40 phased interactive learning (self-paced, mentor and ILT), new hire sales training (ILT), and agent owner school (ILT).
- Responsible for management of budget, time, resources, assessing ongoing requirements and updates, extensive use of MS Project.

**Xerox Corporation** - Arlington, Virginia

**1989 - 1992**

**Total Quality Management Instructor**

- Instructed internal employees and customers in principles of TQM and statistical process control after completing TQM certification activities. Worked with employees on completing application projects.
- Trained over 400 internal employees and 150 Xerox customers in TQM theory, practices and statistical methods.
- Implemented partnership with US Department Commerce and US Veterans Administration in launching TQM practices within their organizations. Recognized by VA for implementation of quality practices at Veterans Administration.
- Expanded curriculum to include measurement of job practices by Xerox employees resulting in streamlining tasks, saving costs and increasing customer satisfaction.
- Supported national training and process improvement rollout, culminating in receipt of the Malcolm Baldrige Quality Award.

**Xerox Corporation** - Arlington, Virginia

**1988 - 1989**

**HR Recruiter**

- Responsible for recruiting in an organization with over 300 employees with 30% turnover.
- Managed and drove full life cycle recruiting process, including college recruiting program.
- Developed phone and interview screening questionnaires.
- Managed 1 recruiter and a co-coordinator.

**Xerox Corporation** - Arlington, Virginia

**1985 - 1988**

**Marketing Support/Trainer**

- Responsible for developing and maintaining curriculum and providing classroom instruction on software, systems and processes to support marketing efforts for the Eastern region for Xerox Corporation.
- Developed ILT training classes- improved methods and training practices.
- Trained and launched new software and administrative process guides.
- Worked with internal employees and their managers to assess readiness for software implementation.
- Provided coaching and mentoring program to newly hired employees.

## **EDUCATION**

**George Washington University** - Washington, DC

**Masters Certificate in Project Management**

**Coach Training Alliance**-Boulder, CO

**Completed Certified Coach Program**

**Completed Coaching Career Transitions**

**The Ohio State University** - Columbus, OH

**Trained Facilitator, DACUM job task analysis**

**HAVEN of NOVA**-Annandale, VA

**Trained Grief Support Volunteer**

**Marymount University** - Arlington, Virginia

**MA, Human Performance Systems**

**Cinergy Conflict Management**-Arlington, VA

**Conflict Management Coaching Workshop**

**Georgetown University** - Washington, DC

**Training Specialist Certificate**

**College of New Jersey** - Ewing, New Jersey **BS, Education**

**Certifications:** Project Management Professional, Six Sigma Green Belt, DACUM facilitator (Job Task Analysis), Associate Certified Coach (International Coach Federation), Change Management Practitioner (APMG)

**Software:** MS Office, MS Project, Blackboard, Centra Symposium, Camtasia Relay, Survey Monkey, Basecamp, Trello.

**Conference Presentations:** SALT, DC Pre-Trial Services, Training Officers Consortium, PMI, ATD