

Amanda Johnson-Praino, MEd, CPTD

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SUMMARY

Certified Professional in Talent Development (CPTD), learning consultant, instructional designer, and business leader with 8+ years' experience in L&D and Talent Development functions focused on supporting business goals by developing people and organizational capabilities through principles of adult learning and instructional systems design.

PROFESSIONAL EXPERIENCE

Learning Consultant and Instructional Designer, BerryDunn | Remote *Sept 2022 - Current*

- Act as Lead Consultant and designer for strategic leadership development initiative by partnering with C-Suite leaders, Firm Principals, and other key stakeholders to define self, people, and organizational leadership competencies, behaviors, and leadership development framework for leadership development journeys in support of Vision 2026
- Co-designed and co-facilitated workshop at annual on-site Spring Leadership Retreat for 80+ Senior Managers to launch Community of Practice, in support of leadership development journeys
- Built streamlined project monitoring space for 3 learning consultants managing 30+ projects to increase visibility, capacity awareness, and improved collaboration through introduction of Agile approach
- Use relationship-based approach to partner with Firm Principals and Senior Leaders across 6 Consulting practice groups to identify performance gaps, conduct analysis, and recommend learning and professional development solutions
- Co-design and develop virtual instructor-led sessions and self-paced eLearning modules to support professional and technical skills development, goal-setting, and individual development plan processes
- Establish relationships with external partners and suppliers to source, evaluate, and curate learning content and activities in support of business needs

Manager of Talent Development, TeamHealth | Remote *Sep 2020 – Sep 2022*

- Provided strategic direction and coaching for remote team of learning consultants and instructional designers supporting 6,000+ administrative associates
- Leadership and partnership with key stakeholders to implement new learning management system including migration of 200+ eLearning courses; innovated LMS support model by creating shared services approach for 6,000+ administrative associates and influenced new governance model in partnership with IT, Legal, and Compliance; collaborated with key stakeholders and partners in design and implementation of organizational change management plan to prepare organization for transition to new LMS
- Partnered with HRBPs, EVPs, SVPs, VPs, and C-Suite to design and facilitate multiple workshops to support team effectiveness and employee engagement for 100+ individuals across 6 teams
- Led and championed process improvement and continuous quality improvement of talent development processes and practices through creation of Playbook for standard work processes, data-informed project tracking workspace (Smartsheet), visual dashboarding, and formal intake process for tracking project requests and work-in-progress; achieved 25% reduction in unstructured project requests in first year after implementation

- Co-created and led structured on-the-job training model (SOJT); launched 6 cohorts across 12 business units, certified 70+ peer trainers, and delivered 600+ organizational learning hours; Facilitated stakeholder engagement and change readiness activities
- Created Center of Excellence for digital performance support (WalkMe) to scale training function, continuously improve utilization of technology to gain process efficiencies, and achieve ROI of technological investments exceeding \$200,000 annually

Learning Consultant and Instructional Designer, TeamHealth | Hybrid *Feb 2017 – Sep 2020*

- Led learning strategy needs analysis, design processes, and training delivery for 100+ clinician compensation specialists across 6 national teams to support strategic multi-year Clinician Compensation software implementation project to migrate 16,000+ clinicians from legacy payroll system to enterprise cloud-based solution; collaborated with organizational change manager to conduct change readiness assessment and devise change management plan to ensure success of change efforts
- Collaborated with learning and business partners to conduct needs analysis, design learning strategy, and develop and facilitate training to support strategic National Standard Process project implementation to improve and standardize business processes across 3+ functional areas consisting of 350+ associates in Clinician Onboarding, Clinician Credentialing, and Provider Enrollment across 6 months; led post-implementation evaluation strategy to identify existing gaps in need of remediation measures; collaborated with key stakeholders in design and implementation of organizational change management to prepare organization for transition to new business processes
- Applied principles of adult learning and instructional systems design methodologies to partner with subject matter experts and business area leaders to identify learning and performance gaps for 300+ administrative associates across multiple business units and job roles; used data insights to design and facilitate effective learning interventions across modalities, including self-paced, blended, face-to-face instructor-led, virtual instructor-led, job aids, quick reference guides, manuals

Organizational Development Specialist, Erlanger Health System | TN *Aug 2018 – Mar 2019*

- Designed and facilitated Workplace Civility workshops for 250+ registered nurses across 6+ ICU and Trauma teams to support shifting team dynamics, team building, and employee engagement
- Applied principles of adult learning and instructional systems design methodologies to support knowledge and professional skills development by creating self-paced eLearning modules on various topics
- Supported HR programs through co-management and co-facilitation of new hire onboarding experience, including orientation and first week activities for various clinical and non-clinical new hires across 5 hospitals in geographically dispersed health system
- Facilitated leadership development courses in Leadership Institute for multi-level leaders across health system on various topics, such as *Coaching* and *Having Difficult Conversations*
- Led process improvement and continuous improvement of OD activities through redesign of eLearning course intake, design, and project management workflows, which included automating request, approval, and routing system with notifications and tracking

Instructional Designer (contract), Oak Ridge National Laboratory | Oak Ridge, TN *May – Oct 2016*

- Applied principles of adult learning and instructional systems design methodologies to create SCORM-compliant eLearning courses in Radioactive Materials Safety and Security using Articulate authoring tools, in support of international audiences

Instructional Design Internship, Olin Chlor Alkali | Charleston, TN

Mar – Nov 2016

- Applied principles of adult learning and instructional systems design methodologies to create SCORM-compliant eLearning courses in chemical plant safety procedures using Articulate authoring tools

Trusted Advisor and Implementation Leader, MediTract | Chattanooga, TN

Mar 2010 - Aug 2015

- Directly accountable for an average of 40 ongoing software implementation projects, totaling an estimated \$3M-5M in annualized revenue across suite of 6 SaaS product offerings
- Led, motivated, educated, and developed team of 5 Implementation Project Managers who each managed an average of 8 concurrent projects for healthcare organizations, while remaining focused on project timelines.
- Created communication forum to bring 14 sales executives and account managers together with 30 team members representing all Operations departments, which led to bridging the Implementation Gap in the organization and an increased capacity for effectively managing client expectations from project to project, closing internal stakeholder knowledge gaps and community-building amongst teams and employees
- Successfully created and sustained healthy client relationships, including several of the largest multi-state health systems in the US, which resulted in a 98% client retention and satisfaction rate during my tenure
- Collaborated with stakeholders in healthcare organizations, including C-Suite, Administrative, Finance, Compliance, Legal, Supply Chain, IT and PMO, to customize and facilitate implementation of SaaS software solutions
- Effectively planned key milestone tasks to reduce overall implementation timelines while consistently keeping projects on focused and track

EDUCATION

University of Tennessee | Chattanooga, TN | In Progress

- **Doctor of Philosophy (PhD):** Learning, Leadership, and Decision-Making

Courses complete to-date

- Learning and Leadership: Induction and Integration
- Leadership and Learning: Theory to Practice
- Research and Inquiry
- Leadership Decision-Making
- Statistics for Research Design and Analysis
- Qualitative Research Design
- Diffusion of Innovation and Technology
- Organizational Theory, Development, and Transformation
- Learning Models, Design, and Communication

University of Tennessee | Knoxville, TN | 2017

- **Master of Science (MS) in Education:** Instructional Design and Technology
- **Graduate Certificate:** Online Teaching and Learning

University of Tennessee | Chattanooga, TN | 2010

- **Bachelor of Science (BS):** Secondary English

CERTIFICATIONS

- **Certified Professional in Talent Development (CPTD)** | Association for Talent Development
- **Project Management Professional (PMP)** | Project Management Institute (In Progress)
- **DDI Leadership Development Facilitator Certification** | Developmental Dimensions International
- **Brinkerhoff High Performance Learning Journeys Champion Certification** | Promote International