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Head of Learning & Development

Driving innovative organizational development and culture through strategic L&OD initiatives

Forward-thinking **Learning, & Organizational Development change agent and strategist**, with capacity to align people and gain organizational buy-in through developing initiatives that support overall company vision, mission and strong corporate culture. Well-respected, hands-on leader with excellence cultivating cross-cultural relationships and bridging the gap between human resources and business strategies within a complex global organization.

Career progression into L&OD profession began on pathway of consistent achievements in sales and various management positions. Key to success attributed to ability to develop, influence, and empower diverse, performance-oriented teams that exceed KPIs – ultimately driving strategy through people to get results. Promoted by company to **translate that success into innovative talent development and L&OD initiatives** that implement business strategies on company-wide scale as the Head of L&D for Grainger Central Florida.

L&OD expertise bolstered by **attending the University of Florida CLO Doctoral program**, earning a Master's focused in organizational learning and leadership development and a Doctorate focused on corporate education. Dissertation research on Leader Resilience during pandemic was recognized with distinction and have been invited to share findings at multiple conferences and to various industry groups.

Combination of professional experience and academic credentials has translated into ability to **build contemporary and agile learning programs and curriculums** that support the organization in both day-to day functions and during times of disruption and change.

- **STRATEGIC LEARNING & ORGANIZATIONAL DEVELOPMENT** – Position Grainger for competitive advantage by rapidly recognizing and adapting to business needs, creating innovative, effective learning and organizational development strategies that respond to demands of the ever-evolving global marketplace. **Develop and execute curriculum that reaches 4,000+ team members, deploying new strategies at the pace of business – rapidly shifted learning from in-person to virtual programming during COVID-19.**
- **LEADERSHIP & TALENT DEVELOPMENT** – **Oversee Central Floridan Region's leadership development program**, coaching, mentoring, and developing leaders at every level of the organization (from new hires to executives) to retain high-performing talent pool and establish effective long-term succession plan. Concurrently leading redesign of global senior leadership development program. **Promoted 60+ team members throughout various management positions throughout Grainger career, maximizing potential of talent to drive organizational growth and profitability.**
- **INNOVATIVE PROGRAM & LEADER RESILIENCE DEVELOPMENT** – Address and translate complex issues into comprehensive company initiatives and solutions for employees, at the pace of business. **Includes content digitization programs, leadership programming and implementing results from the real-time, doctoral research on leadership resilience during global pandemic**, into Grainger's global leadership development programs. Invited as a key note speaker at multiple conferences to speak on leader resilience.

PROFESSIONAL EXPERIENCE

Grainger Industrial Supply | 2005 – Present

Industry-leading industrial supply company delivering products, inventory management services, and technical support to more than 3 million customers worldwide with global annual sales of 6B CHF/6.4B USD.

VICE PRESIDENT OF HUMAN RESOURCES – Jacksonville, FL | 2019 – Present

Selected by CEO to develop Central Floridan regional talent development strategy, driving improvements to organizational learning framework through effective talent development, onboarding, and integration.

- Develop and execute curriculum for all sales, marketing, and technical L&D initiatives, **serving 4,000+ team members across region in 95+ sessions per year, delivered by team of 22 adult learning professionals.**
- **Ensure company's strategic direction, values and strong corporate culture are reflected and infused** in all cross-functional leadership trainings and talent development initiatives.
- **Design all Central Floridan leadership development initiatives.** Currently leading redesign of global leadership development program focused on top management and executive development.
- Spearhead evolution of corporate learning platforms, LMS and user experience, leading digitization of programming. **Led fast-tracking of virtualization of program content** from in-person learning to virtual initiatives during unprecedented global pandemic.
- **Led L&D Department to first-ever global recognition by Association for Talent Development in 2020** (ranking in top 60 organizations globally), department acknowledged as leader in enterprise-wide success due to effective employee talent development.

SALES DIRECTOR / DIVISION MANAGER – Central Florida | 2015 – 2019

Member of Northern Market organization's executive management team, with oversight of Central Florida region. Directed Central Florida's second largest division.

- **Full P&L responsibility for \$83M sales division with 139 team members**, driving YOY revenue growth every year (2016 = 18%; 2017 = 15.5%; 2018 = 11%; 2019 = 10%).
- **Implemented and executed global strategy in division.** Initiatives included further market sub-segmentation strategy and pioneering trade application sales approach, requiring shifting mindsets from transactional sales to consultative sales approach. Outcomes included increased division efficiency and accelerated revenue growth.
- **Promoted 40+ team members** across division from October 2015 – August 2019, fostering company mission to promote employees from within whenever possible.
- **Increased average division retention to 90%** over rolling 12-month period and **improved employee perception of sales division by 20 points** after taking over position.
- **Awarded President's Club Honors 2016.** Recognized for top-line sales growth of 18% YOY and bottom-line sales growth of 23% YOY.

DIRECTOR/HEAD OF TALENT DEVELOPMENT, GRAINGER CENTRAL FLORIDA – Jacksonville, FL | 2014 – 2015

Tasked with building and sustaining leadership talent pool, developing succession plan, and overseeing talent development programs.

- **Directed and implemented leadership learning strategy for Grainger Central Florida**, effectively reaching 3000+ team members.
- **Built long-term company succession plan** by leveraging employee strengths, integrating and applying into all leadership development initiatives.
- Positioned employees for strategic advancement by **redesigning and relaunching Grainger's Leadership Academy L&D programs.**
- **Established onboarding and integration team** that led new hire assimilation for 600+ hires per year.
- **Led redesign of Grainger's relocation program**, making program and package collateral more attractive to employees.

SENIOR MANAGER – LEADERSHIP DEVELOPMENT – Jacksonville, FL | 2013 – 2014

Designed and implemented leadership competency training program for all field managers in Central Florida. Partnered with local and global market reach teams on completion and planned role of company's account development review.

- Developed and facilitated Leadership Competency Training program to **200+ sales and technical managers.**
- Implemented and executed Regional Manager Competency Training **program for 100+ regional managers.**
- Redesigned Business Development Sales Training module to include Grainger's customer engagement strategy.

PROJECT MANAGER – CUSTOMER ENGAGEMENT – Jacksonville, FL | 2012 – 2013

Developed and executed management training program focused on embedding customer engagement across organization. Developed content for workshops during national sales meeting with field management teams.

- Designed and deployed customer engagement training workshop for all field managers, **penetrating 18,000 targeted accounts.**
- **Increased customer spend from \$38K to \$45K** per engaged customer in 1 year.

REGIONAL SALES MANAGER – Tampa, FL | 2007 – 2012

Managed and influenced P&L statements while leading 11-person outside sales team in Central Florida region with \$7.2M in sales. Oversaw people development, strategic planning initiatives, and marketing strategies for sub-segmented sales force.

- Developed high-performing sales team and created team selling concept, **driving 154% growth in 2009.**
- Built high-performing sales team that achieved **7 promotions, 4 President's Club winners, and 5 Master's Council Winners.**
- **Selected by executive leadership to participate in strategy initiatives**, including customer engagement and 2015 strategy review.
- **Awarded President's Club Honors 2010.** Recognized for top-line sales growth (2007 = 13%; 2008 = 15%; 2010 = 18%; 2011 = 19%).

ACCOUNT MANAGER – Sarasota, FL | 2005 – 2007

Employed structured territory sales approach and monthly business review to drive KPIs in under-penetrated construction market.

- **Awarded President's Club Honors 2006.** Recognized for growing market share by over 40% YOY, 18-month sales growth of 190%.

DigiSphere Marketing | 2000 – 2005

Start-up company within tech industry focused on development and deployment of web-based advertising solutions

SENIOR ACCOUNT EXECUTIVE – Sarasota, FL

Collaborated on development and execution of company sales strategy. Developed effective marketing solutions while increasing recognition and improving branding for diverse client base.

- **"Go-to" trainer in company**, training client's senior management and staff on advertising software to provide services to retailers.
- Strategic customer resource, managing all account aspects from concept to production for over **1000+ retailers monthly.** Key accounts in **\$2M book of business included PetEdge and Uline.**

EDUCATION, TRAINING, CERTIFICATION

Doctor of Education (EdD), Resilience & Leadership Development | University of Florida – Gainesville, FL

Dissertation recognized with distinction by UF | Results presented at multiple conferences

Master of Education (MsEd), Organizational Learning & Leadership Development | University of Florida – Gainesville, FL

Bachelor of Science (BS), Psychology | University of Florida – Gainesville, FL

Certified Master Trainer – Immunity to Change - 2021

Certified Master Trainer – Selecting the Right People, 2014

Certified Trainer - Center for Leadership Studies – Situational Leadership – Building Leaders and Taking Charge 2015

Certified Trainer - Mastering Foundations of Management, 2014

Certified Trainer - InsideOut Development – Breakthroughs 2014

Certified Trainer - InsideOut Development – GROW Coaching, 2013

Certified Trainer - Strategic Selling Skills Training (SSS), 2011

SKILLS & COMPETENCIES

Organizational & Culture Development | Change Management | Strategic Planning | Learning Curriculum Design | Content & Program Digitization

Succession Planning | Employee Engagement | Organizational Infrastructure | Talent Acquisition & Retention | Diversity, Equity & Inclusion

Performance Management | Executive Coaching | Expert Presenter & Conference Speaker

BOARD & ADVISORY GROUPS

Street School – Board of Directors, VP of Governance | Interstory – Board of Directors | Jacksonville Regional Chamber of Commerce – Advisory Board