



CONTACT



416-837-7865



@gmail.com



Brampton, Ontario, Canada

SKILLS

- Effective Communication
- Entrepreneurial Mindset
- Courageous Leadership
- Relationship Building
- Cohort Curriculum Design
- E-learning Design and Facilitation
- True Colours Certified
- Customer Service
- Creativity Integration
- Team Leadership
- Achieving Results
- Designing Enterprise Programs
- Strategy Creation
- Coaching and Facilitation
- Instructional Design
- Individual and Team Development
- Change Management
- Creative Ideation
- Artistic Adaptability
- Project Management
- Visual Presentation

PERSONAL

- Founder LEAP Coaching & Consulting
- Tri-a-athlete

AWARDS

Comparably Awards:

- Best Career Growth 2021
- Best Leadership Teams 2021
- Leadership Award 2013, 2012**
- Achievement Award 2000**

Christina Miller



PROFILE SUMMARY

A versatile professional with extensive senior HR learning and development experience, transitioning towards diverse creative roles. With a rich background as a Director and Manager in various domains, including Learning and Development, Creative in industries, and Sales, bringing adaptable skills to the creative sphere. The journey is defined by setting high standards, fostering innovation, and promoting growth. Specializing in Facilitation, Instructional Design, Sales, and Customer Service Training, and Needs Analysis, I excel in designing transformational products, emphasizing connections, and fostering inclusivity. Committed to creating a thriving future with equity for all, I am dedicated to crafting engaging, inclusive learning experiences that fuel personal and professional growth. Transitioning into a new chapter, the focus is on driving transformation and fostering creativity in any role, ensuring a brighter future for all.



CORE COMPETENCIES

- Creating transformative learning experiences with creativity and functional design.
- Quickly adjusting to new roles and industries, thriving in diverse environments.
- Collaborating with cross-functional teams to enhance learning and leadership initiatives.
- Utilizing data to evaluate program effectiveness and drive improvements in leadership
- Applying knowledge and experience to create inclusive and equitable learning environments.
- Encouraging and implementing innovative approaches to achieve outstanding results.
- Prioritizing the needs and experiences of customers in designing learning solutions.
- Acknowledging personal choices and taking responsibility for actions and outcomes.



PROFESSIONAL WORK EXPERIENCE

Director, Learning and Development Vena Solutions

July 2019 – Present

Canada, US, and UK

- Founder of L&D; lead strategy, budget, and team remarkable success.
- Member of People Leadership Team - assist in setting strategy for employee experience & DEI
- Developed onboarding program for organization and leaders - in-person and virtual
- Designed and implemented 3-level Leadership Development program including 360, DiSC, TEIQue assessments.
- Lead coaching program and partner with Business on Mentorship program.
- Instituted and lead all learning technology:
 - LMS - LearnUpon
 - Content provider – Open Sesame
 - Onboarding platform - Enboarder
 - L&D Dashboard – PowerBI
- Talent and Performance management – developed leadership competencies, self-assessments, and career development programs.
- Redesigned PD and ED Subsidy program
- Certified Mental Health First Aider and Co-Chair our Mental Health Employee Resource Group (ERG); develop and lead strategy and organizational mental health awareness and accountability learning and programs.
- Member of Vena's Accessibility ERG

Manager, Learning and Development

April 2014 – June 2019

Dynacare – ON, MB, AB, BC

- Designed L&D strategies, enhanced culture alignment & vision through workshops.
- Developed approach to assess culture and enhance understanding of our vision, mission and values o Conducted culture and brand workshops at all levels of organization
- Developed Core and Leadership competencies with a multi-layer approach to training, performance management and sustainment.
- Led assessments such as DiSC, TEIQue, and StrengthsFinder.

- Collaborated with business units and HRBPs to deliver tailored learning solutions.
- Oversaw LMS and content partnerships to optimize training delivery.
- Managed tuition reimbursement program for employee development.
- Provided coaching and development opportunities for the L&D team.

Physician Relations Manager

Led a 40M portfolio

- Foster positive relationships with healthcare providers, ensuring strong communication and collaboration to enhance patient care.
- Develop and implement strategic initiatives to improve physician satisfaction and engagement within the healthcare organization.
- Act as a liaison between physicians and the hospital, resolving issues and facilitating efficient healthcare delivery.

Corporate Learning and Development Manager, National Sales Training Manager, Regional Sales Manager and Account Manager

January 1997 – March 2014

First Canadian Title - Canada

- Pioneered National L&D, earning double leadership awards for strategic development and team leadership.
- Spearheaded National Sales Training, elevating salesforce performance through comprehensive training programs.
- Directed Ontario Sales Team, imparting expertise to the national workforce, enhancing overall performance.
- Orchestrated client portfolio management and mentored new sales recruits, achieving top-performer recognition



EDUCATION

- Canadian Mental Health First Aid Certificate
- York University – Masters Certificate in Adult Training and Development
- Adler - Certified Coach
- Institute for Performance and Learning (IPL) – CTDP Certification
- Professional Sales Association – CSP designation
- College Diplomas – Law Clerk and Fashion Design
- Variety of Training Certifications



VOLUNTEERING

- Tigers Girls Hockey
- IPL Chapter Director, Conference and Mentorship program
- ICTC Mentorship
- Dress for Success