
KAREN ADLER FEELEY, MBA, PMP

1515 SOUTH ARLINGTON RIDGE ROAD #104 • ARLINGTON, VIRGINIA 22202
PHONE (703) 920-0893 • E-MAIL KAREN@LEARNWITHCLS.COM

Career Focus

Multi-faceted, self-directed, creative, organized workplace learning expert seeks contract or part-time opportunities to help government, private-sector, or non-profit organizations enhance performance by more effectively sharing information. My 15 years experience in all phases of the training lifecycle can help your organization if you are looking to determine workplace learning strategies, develop training material, conduct training, facilitate workshops, manage training projects, or evaluate opportunities for continuous improvement.

Career Achievements

- Spearheaded the development of 50 innovative instructor-led and web-based courses and hundreds of learning aids for more than 400,000 geographically-dispersed Department of Defense (DoD) personnel who were transitioning from the “GS” system to two new performance-based systems called National Security Personnel System (NSPS) and Defense Civilian Intelligence Personnel System (DCIPS).
- Developed SAP training programs valued at \$125,000 – \$1.7 million and targeted at up to 4,000 users for 12 global and domestic Fortune 500 clients.
- Prepared more than 450,000 employees for successful transitions to new systems by leading the development of customized instructor-led and web-based training curricula. Created and managed budgets and work plans, resolved issues, interfaced with client subject matter experts and leaders, analyzed needs, developed strategies, edited and wrote course material, and evaluated performance for at least 45 separate projects with teams as large as 27 members. Delivered all project deliverables on time, in budget, and with high customer satisfaction.
- Improved organizational processes, service offerings, and employee satisfaction by identifying and implementing continuous improvement strategies for large-scale organizational transformation projects and ongoing employee satisfaction in private, public, and non-profit organizations. Created and administered questionnaires and focus groups, evaluated results, developed strategies to mitigate issues, authored reports with policy and procedure change recommendations, and implemented the recommended solutions.
- Built skills and enhanced understanding by conducting multiple training classes and facilitating workshops on a variety of topics including leadership skills, managerial skills, communication skills, performance management, SAP, project management, strategic planning, goal setting, train-the-developer, and train-the-trainer.
- Recruited, trained, and built in one year the training line of business to a team of 30 full-time and contract trainers, instructional designers, coordinators, and editors. In three years, the training team taught more than 30,000 line workers, mid-level managers, and senior executives about NSPS and DCIPS and averaged evaluation scores of 4.4 on a 5 point scale.
- Provided on-site support in French to help CFO’s office in French subsidiary learn to use SAP.

Employment History

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|------------------|---|--------------------------|
| • 2009 – Present | Comprehensive Learning Solutions, LLC | President |
| • 2005 – 2009 | Dougherty & Associates, Inc. | Director of Training |
| • 1996 – 2005 | IBM (formerly PricewaterhouseCoopers Consulting) | Principal Consultant |
| • 1993 – 1994 | International Finance Corporation/World Bank | Administrative Assistant |
| • 1990 | Kraft General Foods/Tianmei Foods (China) | Trainer |
| • 1989 – 1990 | Tianjin Institute of Technology (China) | English Teacher |

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Computer Skills

Microsoft Word, Excel, Project, PowerPoint, Access, Visio, Movie Maker; Lotus 1-2-3, Notes, Approach; SAP Finance, Controlling, Sales & Distribution, Project Systems, Materials Management, Real Estate, and Business Warehouse modules; WordPerfect; SPSS; ABC Flowcharter; Oracle GEMMS; eHelp Robodemo; Trivantis Lectora

Publications

- *Easier Done than Said: Living with a Broken Voice*. National Spasmodic Dysphonia Association. 2008
- *Project 20/20: The Experiment*. Lulu Publishing. 2006
- "Coping with SD: One Woman's Personal Journey." *National Spasmodic Dysphonia Association Newsletter*. October 2004
- "Taming the Performance Bell Curve." with Paul Swiercz. *Training & Development*. October 1997
- "Bullets and the Rationale for Using Them, Before and Afterwards." *Human Rights Tribune*. Fall 1992

Conference Presentations

- *Workforce Wisdom: Tying Training to Transformation*. Presentation at Training Officers Consortium. Williamsburg, VA.
- *Presentation Skills Workshop*. Presentation at 2009 National Spasmodic Dysphonia Association Patients Symposium. Charlotte, NC.
- *Easier Done than Said: Living with a Broken Voice*. Presentation at 2008 National Spasmodic Dysphonia Association Patients Symposium. Salt Lake City, UT.
- *Turning Ideas into Action: Leadership Training Day*. Facilitator of day-long special session. 2007 National Spasmodic Dysphonia Association Patients Symposium. White Plains, NY.

Education and Honors

M.B.A., Human Resources Management (Learning & Development), George Washington University.

- M.B.A. Student Service Award (1996)

B.A., Chinese Area Studies, American University, *magna cum laude*, University Honors with High Distinction

Certifications

- Project Management Professional (PMP)
- Certified Toastmaster
- Certified Toastmaster Leader

Languages

French (proficient), Mandarin Chinese (intermediate)