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# KAREN ADLER FEELEY, MBA, PMP

ARLINGTON, VIRGINIA

PHONE (703) 920-0893 • E-MAIL KAREN@LEARNWITHCLS.COM

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## **Career Focus**

Multi-faceted, self-directed, creative, organized workplace learning expert seeks **1099 or Corp-to-Corp contract** opportunities to help government, private-sector, or non-profit organizations enhance performance. Since 1996, I have worked in **all phases of the training lifecycle**. That experience 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. Ideal jobs are located in the Washington, DC, area or allow remote work. I am willing to travel up to 25% of the time.

## **Career Achievements**

**Instructional Design:** *Translated complex topics into understandable, actionable, and enjoyable training by:*

- Conducting needs assessments and developing training strategies to guide organizations in creating and delivering blended-learning training programs to geographically-dispersed audiences ranging in size from 150 to 600,000 learners on the following topics:
  - Financial literacy
  - Good agricultural practices
  - Online university applications
  - SAP
  - Testing and evaluation procedures
- Researching and analyzing complex, specialized source material and conducting Subject Matter Expert (SME) interviews as part of designing instructor-led courses, webinars, and videos on the following topics:
  - Banking products for international trade
  - Construction safety
  - Consulting skills
  - Engineering testing and evaluation procedures
  - Financial audits
  - Financial literacy
  - Grant application review process
  - Graphic facilitation
  - GSA schedules
  - High performing work teams
  - Intelligence reports
  - Internal consulting
  - Matrix organizations
  - New managers training
  - Performance evaluations
  - Sexual assault and harassment prevention
  - Stakeholder communications
  - Time and expense systems
  - Train-the-developer
  - Train-the-trainer
- Reviewing, assessing, and comparing existing training curricula to determine which programs to keep and recommending improvements to increase user acceptance, retention, and application on topics related to growing and managing one's own business.
- Advising, guiding, and mentoring less experienced instructional designers and subject matter experts in the creation of effective training material for subjects including promissory note funding and affordable housing preservation requirements.
- Designing, reviewing, developing and managing development of self-study web-based training (WBT), webinars, and video elearning courses for more than 40 projects for various audiences.
- Serving on the editorial board for the University of Texas San Antonio's *Global Workplace Learning Handbook*.

**Training and Facilitation:** *Built skills and assisted in clients' programmatic redesigns by:*

- Facilitating workshops to all levels of employees from line workers to senior executives on the following topics:
  - Adult learning theory
  - Communication skills
  - Delegation
  - Diversity awareness
  - Financial literacy
  - Goal setting
  - Difficult conversations
  - Instructional design
  - Inter-personal networking
  - Managerial skills
  - Performance management
  - Project management
  - Risk taking
  - SAP and other enterprise resource planning systems
  - Strategic planning
  - Train the trainer
  - Transitioning to management

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## ***International Capacity Development: Improved entrepreneur's and smallholder farmers' livelihoods by:***

- Conducting needs analyses, developing training strategies, and designing no-electricity, limited-paper training on financial literacy and good agricultural practices for hundreds of thousands of marginally literate farmers with limited access to technology as part of multi-year development projects for the following crops and countries:
  - Cocoa (Cote d'Ivoire)
  - Coffee (Jamaica)
  - Corn (Tanzania)
  - Eucalyptus (India)
  - Fertilizer (India, Indonesia)
  - Poultry (Zimbabwe)
  - Produce (India)
  - Rice (Philippines)
  - Tea (Kenya)
- Training and mentoring new, local training providers, agronomists, and local agricultural extension workers in instructional design, adult learning principles, and effective training techniques so they could on-train other extension workers and farmers on business, financial management, or agricultural practices.
- Scripting and storyboarding videos for micro, small, and medium enterprises (MSMEs) on financial literacy and on bank products that facilitate in international trade for MSMEs in Georgia and Ukraine.
- Peer-reviewing the structure and content of instructor-led courses and self-study workbooks on business planning, accounting and finance, marketing and sales, human resources, and technology planning.

## ***Project Management: Successfully managed projects to prepare employees for transitions to new systems by:***

- Spearheading the development of 50 innovative instructor-led and web-based courses and learning aids for more than 300,000 geographically-dispersed US 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).
- Recruiting, training, and building in one year the training line of business to a team of 30 full-time and contract trainers, instructional designers, coordinators, and editors who successfully taught more than 300,000 line workers, mid-level managers, and senior executives about NSPS and DCIPS.
- Creating and managing budgets and work plans, resolving issues, analyzing needs, developing strategies, editing documents, onboarding team members, and interfacing with client subject matter experts and leaders, for at least 70 separate training projects valued at \$125,000 – \$1.7 million with teams as large as 27 members. Delivered all project deliverables on time, in budget, in scope, and with high customer satisfaction.
- Creating and administering questionnaires and focus groups, evaluating results, developing strategies to mitigate issues, recommending policy and procedure changes, and implementing the recommended solutions to improve organizational processes, service offerings, and employee satisfaction for large-scale organizational transformation projects in private, public, and non-profit organizations.
- Reviewing RFP and responses to select vendors to provide stakeholder management and mining and water management training services in Mongolia.

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## Clients Served

- Accenture
- Adaptec
- Barry Callebaut
- Bozzuto
- Bayer Crop Science
- Bristol Myers Squibb
- California Independent Systems Operator
- DSA, Inc
- Farm To Market Alliance
- Foremost Farms
- Grace Kennedy
- Hyundai Electronics America
- Ice Cream Partners
- International Finance Corporation
- International Labor Organization
- IBM
- JK Paper
- Kenya Tea Development Agency
- Laborers International Union of North America
- MGM
- National Foods
- Navigation Arts
- Nike
- ProFeeds
- Scope Insight
- Storagetek
- Syngenta
- TBC Bank, Georgia
- The Common Application
- US Architect of the Capitol
- US Air Force
- US Army
- US Bureau of Engraving and Printing
- US Central Intelligence Agency
- US Defense Intelligence Agency
- US Department of Housing and Urban Development
- US Department of Labor
- US Department of State
- US General Services Administration
- US Marine Corps Systems Command
- US National Geospatial Intelligence Agency
- Wells Fargo Bank

## Employment History

- 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

## Computer Skills

Microsoft Word, Excel, Project, PowerPoint, Access, Visio, Movie Maker; Notes; SAP; Snagit; Dropbox; Sharepoint

## Publications

- “Leadership and Defiance.” *Training & Development*. May 2011.
- *Easier Done than Said: Living with a Broken Voice*. National Spasmodic Dysphonia Association. 2008.
- *Project 20/20: The Experiment*. Lulu Publishing. 2006.
- “Taming the Performance Bell Curve.” with Paul Swiercz. *Training & Development*. October 1997.

## Conference Presentations

- *Communicating with Clients*. Presentation at 2014 Project Management Institute –Baltimore Chapter – Professional Development Conference. Lutherville, MD.
- *Workforce Wisdom: Tying Training to Transformation*. Presentation at 2009 Training Officers Consortium. Williamsburg, VA.

## Education and Certifications

- M.B.A., Human Resources Management (Learning & Development), George Washington University.
- B.A., Chinese Area Studies, American University, *magna cum laude*, Honors with High Distinction
- Project Management Professional (PMP)
- Top Secret security clearance