

Patricia C. Ross

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LEARNING & DEVELOPMENT PROGRAM MANAGER

Significant expertise in enterprise-wide manager and employee development with proven abilities in leadership development, change management and team effectiveness programs. Excels in managing programs and projects, driving global initiatives and leading virtual teams.

PROFESSIONAL SKILLS/CAPABILITIES

- **Organizational Development**
 - Talent Management/Succession Planning
 - Global Leadership Development
 - Performance Management
 - High Potential Development
 - New Employee Orientation/On-Boarding
 - **Instructional Design and Delivery**
 - Competency-Based: Performance Improvement Based on Business Goals
 - eLearning Modules
 - Synchronous Distance Learning
 - Face-to-Face Classroom Learning
 - **Learning Function Management**
 - Global/Virtual Team Leadership
 - Program Implementation Across Countries & Cultures
 - Vendor Partners: Selection, Negotiation of Work Contract, & Management
 - Measuring & Evaluating Effectiveness
 - **Career Planning**
 - Life-Long Learning & Development
 - Personal Leadership Skills
 - Individual Development Planning
 - Career Management Resources
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PROFESSIONAL ACHIEVEMENTS

- Designed and implemented a high potential talent accelerated leadership development program within the Americas, directly increasing the pool of diverse managers at Hewlett-Packard.
- Project managed the design and implementation of a large scale training event that successfully launched new talent management practices to 6,000 Agilent managers in 14 locations worldwide.
- Led a global team in designing and piloting for 137 employees in four locations in the US, Europe and Asia, a blended learning personal leadership development program intended for a target audience of 16,000 Agilent individual contributor employees worldwide.
- Created Agilent's online individual development and career management resource, which became a cornerstone of Agilent's performance management and development process.
- Managed new employee orientation programs worldwide, including support for the launch of a very successful synchronous distance learning (virtual) delivery of new employee orientation in the Americas.
- As a Corporate Communicator for HP, interviewed executives and published articles for the computer organization's internal news media.
- Created a fast team start-up program, increasing team effectiveness and productivity at HP.
- Implemented a customer feedback program to bring the voice of the customer to HP, in concert with HP's Quality Management System initiative.

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PROFESSIONAL EXPERIENCE

Agilent Technologies

1999 to 2007

Global Program Manager, Learning & Leadership Development

Accountable for designing and implementing employee development curriculum for Agilent employees worldwide. Served as global program manager responsible for designing and managing high potential talent leadership development integral to Agilent's leadership supply process.

Hewlett-Packard Company

1996 to 1999

Performance Development Consultant, Americas Education

Accountable for new initiatives: Leadership, change management and team effectiveness. Planned, designed and implemented leading-edge development programs for HP field sales and support organizations worldwide. Managed HP's top talent, next generation leadership development program within the Americas. Identified leadership competency models for different management levels, and managed multi-rater feedback programs. Also led global teams, utilizing project, program, and vendor management skills.

Independent Consultant

1993 to 1996

Provided various consulting services to enhance internal leadership development programs, new employee orientation processes, corporate communications, and market survey/account characterization for high technology, medical products, and administrative services industries.

Other Relevant Experience

- *Sales Training Consultant (1992 to 1993)*: Implemented development programs for the computer field sales group. Led quality improvement of training programs and design and test of automated individual development and planning systems.
- *Quality Analyst (1990 to 1992)*: Managed the customer feedback program for HP's Quality Management System.
- *Administrative & Marketing Positions (1978 to 1990)*: Over 11 years experience in business admin and marketing.

EDUCATION & MEMBERSHIPS

Various Vendor Certifications/Programs: *Crucial Conversations, Brinkerhoff's High Impact Success*

Case Methodology, Navigating Through Change, Personal Accountability, Interaction

Associates' Interpersonal Skills for Collaboration, Trimergence's Evolutionary Leadership

University College, University of Maryland, College Park, Maryland

Training and Development Specialist, June 1991

Columbia Union College, Takoma Park, Maryland

Bachelor of Science Degree in Business Administration, April 1989

Montgomery College, Rockville, Maryland

Associate of Arts Degree in General Education, May 1987

ASTD (American Society for Training & Development)

Current Member

STEP (Systems for Training, Evaluation and Performance) Network of Senior Practitioners

Current Member and Primary Contact for Corporate Membership

ISPI (International Society for Performance Improvement)

Previous Member