

# John Alexander Robinson

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<https://www.johnarobinson.com/samples.htm>

## CAREER SUMMARY

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A results-driven, detail-oriented strategist adept at leading teams, analyzing learning needs, and fostering a culture of continuous development is seeking a leadership role in Learning & Development to leverage expertise and education in driving organizational growth through planning, collaboration, and innovative learning solutions.

## PROFESSIONAL EXPERIENCE

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### JACKSON WALKER, LLP

DALLAS, TX

#### Learning & Development Manager

JUNE 2019 - May 2023

Managed the IT Training program with a team of 4 state-wide Learning Specialist conducting skill-based training courses (technical and non-technical), professional development and consultative coaching on best practices for new-hires, staff, and leadership aligning with growth objectives and performance goals.

- **Team Leadership:** Managed training team projects and resource development for new and existing products to include electronic communication of features, inter-departmental collaborations and project plan assignments and deadlines.
- **Program Management:** Developed and maintained customized scenario-based learning with training materials, including presentations, handouts, guides, and instructional videos for a comprehensive level of support, engagement, and retention.
- **Technical Proficiency:** Managed the Learning Management System to create and maintain learning plans, upload resources, assess effectiveness of learning objectives, and track course completion for all employees.
- **Data Analytics and Decision-Making:** Analyzed trends and conducted needs assessments to identify knowledge gaps and make improvements using reports, feedback (multiple channels), and course evaluations to guide training resource development and marketing strategies targeting user group interest that doubled coaching appointments and increased class attendance by 40%.
- **Collaboration and Relationships:** Managed the quality of program content design and delivery in a variety of formats, to include virtual, instructor-led and hybrid by collaborating with subject matter experts, stakeholders, and vendors to build relationships ensuring the training content was accurate, relevant, and aligned with the diverse needs of the firm.

### NORTHSIDE INDEPENDENT SCHOOL DISTRICT

San Antonio, TX

#### District Training and Development Supervisor

AUGUST 2004 - JUNE 2019

District trainer supervising a team of 18 Technology Support Specialist that supported local campus technology deployments and resource development of training guides, handouts, multimedia training aides and mobile device management.

- **Leadership:** Lead instructional designer of course training materials, 1-to-1 mobile device management support, scenario-based resources, and instructional videos.
- **Innovation:** Successfully researched, proposed, and implemented the first district-wide use of a Learning Management System for training and HR tracking purposes impacting 13,000 employees.
- **Cross-Departmental Collaboration:** Created and managed cross-departmental collaborative mini-conference training initiatives for professional development, train-the-trainer, and best practices for supporting technology deployments.
- **Influence and Recognition:** Recognition and lead presenter at state-wide technology conferences for implementations, adoption leadership, and best practices.

**Training Manager**

MARCH 1999 – APRIL 2004

Managed a high-volume training center with a team of training instructors offering classes to business and consumer customers.

- **Innovation:** Impacted company-wide sales growth by offering train-the-trainer sessions on best practices and authoring innovative multimedia training aids for instructor and sales-force development.
- **Growth Impact:** Increased training product sales by \$4 million through collaborations and business development.

**EDUCATION**

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WALDEN UNIVERSITY

MINNEAPOLIS, MN

**Masters of Science, Instructional Design and Technology**

2016

- GPA: 3.99 – Member, National Honors Society

UNIVERSITY OF TEXAS AT SAN ANTONIO

SAN ANTONIO, TX

**Bachelor of Arts, Communication – Electronic Media and Distant Learning**

1997

**ADDITIONAL INFORMATION**

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- **Association of Talent Development:** Training Manager Certificate – Achieving Organizational Impact
- **Microsoft Office 2016 Certifications:** Word Expert, PowerPoint Specialist, Outlook Specialist
- **LinkedIn Certifications/Certificates:**
  - Career Essentials in Generative AI certification by Microsoft and LinkedIn
  - Meeting the Challenges of Learning and Development with Generative AI
  - Designing a Training Program - Setting Goals, Objectives, and Mediums
  - Practical Success Metrics in Your Training Program
  - Leadership Foundations: Leadership Styles and Models
  - Foundations for Performance Management
  - How to Increase Learning Engagement
  - Measuring Learning Effectiveness
  - Data-Driven Learning Design
  - How Project Managers Can Leverage AI
  - Introduction to Generative AI with ChatGPT
  - How to Boost Your Productivity with AI Tools
  - Introduction to Prompt Engineering for Generative AI
  - Diversity, Inclusion, and Belonging
  - Leading with Emotional Intelligence
  - Developing Your Emotional Intelligence
  - Building Resilience
- **Skills:** Instructional Design (ADDIE), Adult Learning Methodologies, Learning Management System (LMS) Administration, Project Management, Training Program Assessment, Multimedia Technologies (Camtasia, Captivate, Canva), Train-the-Trainer Best Practices, Collaboration, Strong Communication, Problem Solving