Raymond O’Donnell

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**Summary of Qualifications**

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| *Dedicated Certified Public Manager and master’s degree recipient with years of experience developing and implementing programs, training, and employees that significantly improve organizations and nonprofits. Expertise in employee benefits; SaaS technology and service; program and policy evaluation; data analysis; budgeting and finance; strategic planning and process improvement; requirements gathering and modeling: adult learning; project management; employee oversight and development; as well as general human resources knowledge. Additional skills include proficiency in both Microsoft and Apple productivity suites, learning management systems, and a variety of course authoring software.* |

Education

Certificate of Business Analysis – Auburn University, May 2013

Master of Public Administration – Iowa State University, August 2012

Certificate of Public Management – Iowa State University, May 2012

Bachelor of Science in Finance – Iowa State University, May 2010

Professional Experience & Accomplishments

Businessolver — west des moines, IA

Vice President of Professional Services Operations and Sales Training, December 2017 – Present

With nearly five years of experience and success in all areas of the business, has been tasked with helping grow an entirely new division. These efforts will increase the speed to productivity of our sales force by 30%, deepen the relationships we hold with more than 700 clients, and create new streams of revenue.

* In the first month, created and delivered 7 new classes to help first year sales consultants improve their speed to productivity.

Vice President of Client Services, January 2016 – December 2017

Promoted to apply the learning and development function as a profit center across a high growth area of client services – the largest operating division. Had responsibility and accountability for the full life cycle of nearly 200 clients from implementation through offboarding. Oversaw a team of as many as 175 employees.

* Conceptualized and grew the Emerging Markets segment of our business from 16 clients and 6 employees to nearly 200 clients, 50 employees, and more than $20 million in annual revenue over the course of two years. This was achieved through nearly 40% organic growth and the internal acquisition of existing clients.
* Supported the sales process for more than 100 clients including some of the most respected and recognizable brands in the world – eBay, Southwest Airlines, T-Mobile, KPMG, and Martin Marietta. In 2017 alone, was a part of the sales process for more than $10 million in net new revenue helping the entire organization grow by more than 30%.

Employee Engagement Team Lead, August 2013 – January 2016

Learning and development leader for this high performance SaaS organization. Oversaw employees and strategy related to onboarding, training, and coaching while helping scale offices in multiple locations. Played a key role in organization development during a period of 150% growth.

* Created and implemented an original onboarding program that helped grow the company from 200 to 600 employees over two years. Reduced first year turnover in our client-facing division from over 10% to 1.5%. This program was recognized on the national stage in March 2015 by winning the *“Best in Class Training Program”* from *LEAD 500*, and again in 2016.
* Managed and facilitated the creation and execution of training programs for internal and external clients. Developed and delivered over two-dozen unique classes related to platform functionality, human resources best practices, leadership, etc. Oversaw a lean team of trainers and coaches who delivered, on average, 15 hours of training to 30 participants each week. Successfully oriented over 90% of current employees.

Hennepin County, Department of community corrections and rehabilitation — Minneapolis, MN

Training Developer – Blended Learning, July 2012 – August 2013

Senior level administrator working in training for Hennepin County, one of the largest in the country. Oversaw all online learning for the newly created Correction Department’s Train, Coach, Practice Unit. Tasked with developing and delivering more than 1,500 hours of online content in the first six months. Coordinated the efficient use of limited funds, counseled employees, developed infrastructure, and created accurate reporting.

Iowa state university, Engineering-LAS Online learning — ames, ia

Production Manager, July 2011 – July 2012

Production Manager for a merged, university online learning center, creating top-ranked programs by *US News and World Reports*. Oversaw areas related to production, customer support, scheduling, quality assurance, and special projects. Recruited, trained, and managed nearly 50 employees in a collaborative, client-centered environment. Interacted with a diverse set of stakeholders ranging from students and instructors to administration. Participated in workshops to identify needs and improve processes leading to a “Model of Efficiency” award by *University Business* magazine. These efforts led to awards exceeding $500k for institution-wide educational improvements.

Iowa state university, Center for distance and online Learning — ames, Ia

General Support and Communication Supervisor, May 2008 – July 2011

Supervisor of a team of employees working in general support, communication, and marketing for a start-up learning and training center in the largest college at ISU. Communicated with thousands of students and educators as a primary point of contact for service – created an environment rooted in cooperation and trust. Played a key role in driving success of this new department which ultimately led to acquisition.

ALPHA TAU OMEGA, BOARD OF DIRECTORS — AMES, IA

**President,** September 2014 – January 2017

Served as a President of both the Board of Directors and the Corporation Board for one of America’s largest fraternities. Facilitated growth and development including oversight of a $1 million home renovation project. Provided management and leadership to all positions leading to multiple awards nationally.

ART SHANTY PROJECTS — MINNEAPOLIS, MN

**Board of Directors & Finance Subcommittee,** August 2012 – September 2014

Working board member for an established Minnesota non-profit organization. Brought in specifically to consult in the areas of financial management, fiscal policy creation, and accounting leadership.

Leadership and Professional Achievements

* Featured in *The Culture Book Project*, February 2018
* Speaker at *Lockton’s Cinco de Mayo Conference*, May 2017
* Businessolver’s *2016 APEX Employee of the* Year
* Selected as a speaker for *HR West 2016* on topics of company culture and onboarding, March 2016
* Featured in a two-page article and video series for *Leadership Excellence* magazine, July 2016
* Panelist at *JMI Equity’s Human Resources Roundtable* on the topic of employee engagement, July 2015
* Award winner and speaker at *LEAD 2015* and *LEAD 2016*, March 2015 and March 2016

Additional Certification and Skills

* Professional in Human Resources (PHR) – HR Certification Institute
* Licensed Life and Health Producer – Iowa and Michigan
* Certified Public Manager – Iowa State University
* Six Sigma Yellow Belt
* PREA Certified Trainer – National PREA Resource Center
* Adobe Captivate and Presenter Advanced Skills Certifications – Easel Solutions