

# Amy Boyce

Collaborative, engaging and results-oriented leader; leveraging strengths in curriculum design, facilitation, and leader development to engage and develop talent

## CONTACT

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## EDUCATION

IOWA STATE UNIVERSITY  
BS Journalism and Mass  
Communications  
Minor, Exercise and Sports  
Science (Coaching)

## CERTIFICATIONS

Certified Professional in  
Learning and Performance  
(CPLP)  
Center for Creative  
Leadership Assessments  
Legendary Service  
Flawless Consulting  
Skill Building Workshop for  
Facilitators  
Langevin Instructional  
Design

## EXPERIENCE

### AUREON

2016 to Present

#### Manager, Talent Development

Leader of Talent Development team, primarily partnering with Corporate HR to support development and retention of internal employees for an organization of 500+ employees. Key initiatives include creating internal Leadership and Manager Development Programs, identifying core curriculum for all staff, and implementing a Learning Management System to support a blended learning approach.

- Develop and implement leader and manager tools include a supportive weekly communication, leadership discussion and feedback forums and a Leading Intentionally professional growth series
- Partner to Division Leaders and Corporate HR team to create process flow improvements and implement an engaging Onboarding and Orientation program
- Research content, tools and Talent Development trends to increase employee engagement and retention, as well as manage correlating vendor relationships
- Create Annual Required Training schedule; administer compliance training and hold accountable employees to meet job specific requirements
- Collaborate with leaders and employees to create individual development plans to achieve job skill and career ladder growth
- Project sponsor responsible for leading the selection and implementation of a Learning Management System
- Lead designer and facilitator of the Manager 102 program which focuses on developing managers in key areas of communication styles, effective coaching, difficult conversations, and team development
- Coordinate launch effort to deliver Legendary Service classroom training to over 500 employees and managers with on-going delivery to new team members

### Talent Development Business Partner

2015

Responsible for consulting, designing, developing and facilitating Business Development/Sales Academy training and Corporate University training to meet the development needs of internal employees.

- Create, maintain and act as program owner for the Sales Academy to support new and tenured business development employees
- Conduct new employee on-boarding and on-the-job Training focused on Sales Academy, internal Human Resources, and Talent Development services
- Identify areas to "sharpen the saw" to enhance the professional development of those in a sales role

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## SKILLS

### COMPANY SERVICE AT AUREON

Au Thrive (Wellness)

Au Fusion (Diversity &  
Inclusion)

Au Celebrates (Activities)

### COMMUNITY ENGAGEMENT

ASSOCIATION FOR TALENT  
DEVELOPMENT – CENTRAL IOWA

2019 VP, Education

2018 Co-VP, Education

2015-18 Program & Events  
Coordinator

EXECUTIVE WOMEN  
INTERNATIONAL

2013-2014 Co-director,  
Retention and Recruitment

2012-2013 Director, Marketing

ST. PIUS X CATHOLIC CHURCH  
URBANDALE, IA

2006-present, volunteer,  
Connection Café

## EXPERIENCE (continued)

### SPARKPOINT, INC.

2011-2015

#### Program Designer

Partnering with for-profit and not-for-profit clients to understand training needs to develop impactful course content that aligns with proven instructional design methodologies.

- Design and develop material for course workshops including leader guides, participant guides, PowerPoint presentations, and job/activity aids by leveraging adult learning principles
- Facilitate classroom training, including, but not limited to, leadership and management, conflict resolution, generational workplace, account and project management, sales and presentation skills, negotiation skills
- Draft and structure proposals to bid on government contracts, following strict protocol for contract requirements and preferred submission systems, as well as fulfillment of awarded contracts
- Pilot programs to test materials, compile client feedback and incorporate additional objectives to meet performance requirements of the end-user
- Project manager partnering with clients and subcontractors; clearly communicate expectations, keep within scope and timeframe, ensure accuracy and create maintenance cycle of materials after initial rollout

### WELLS FARGO

2005-2010

#### Learning and Development Consultant

Consulted with business partners within Wells Fargo Home and Consumer Finance Group, led classroom training and delivered Core Sales Skills to over 2500 Wells Fargo Financial Credit Managers as well as Sales Essentials training for over 500 Home Mortgage Consultants.

#### Sales Team Member

2003-2005

Direct sales of real estate secured loan products directly to Wells Fargo Financial customers in a centralized call-center environment. Identified and qualified prospects considering the capacity for debt, credit worthiness and available collateral.