

Julie R. Harlan

Career Accomplishments

- Owner and President of Harlan Consulting Group, Inc., an instructional solutions consulting business specializing in management, leadership and workforce development training for various clients.
- Successfully managed a team of 20 instructional designers to complete my former company's largest e-learning project (\$2.5 million) by meeting tight timelines, increasing productivity and reducing the contractor budget by implementing new recruiting and staffing strategies.
- Created a peer coaching program and role definitions to combat high turnover in a customer service department resulting in increased employee retention.
- Innovated a customizable, online adaptive assessment model which expanded our company's product offering and revenue generation in the marketplace.

Relevant Professional Experience

Harlan Consulting Group, Inc. August 2004 - Present

Sole employee of a consulting business focused on strategic design and facilitation of management, leadership and workforce development programs for corporate clients.

Client List

Genentech USA, Inc., Salesforce.com, Omnicell, Old Navy, Simpson Strongtie

Management and Leadership Development Projects

- Facilitates training programs on various management topics; delivery via both classroom and virtual environment for client's global employees.
- Developed training scenarios, activities and leadership talking points and contributed to program design for five Senior Leadership training meetings.
- Designed and developed a two day classroom training program on Principles of Management for a client's new and experienced managers.
- Provided instructional design expertise when working with contracted speakers and vendors to customize programs for client's management development program.

Workforce Development Projects

- Designed and developed a customized, one day new hire onboarding training program.
- Program managed training details for multiple new hire foundation training, special training sessions and national meetings for client's new business account managers.
- Facilitated and program managed client's educational program with large Community Practice Cancer Centers.
- Designed and developed 15 hours of instructor-led training courses for client's International Sales Meeting including instructor and student materials, classroom activities, and level one assessment. Coached presenters on effective presentation skills.
- Designed several one-hour training programs describing production process changes as part of client's a large change management initiative.

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VitesseLearning, Inc. - San Francisco, CA
April 2002 - August 2004

Director of Instructional Design

- Instituted a new design process and career paths for the instructional design department to gain efficiencies, improve retention and morale and identify opportunities for greater revenue recognition.
- Attended regular meetings with senior management to determine strategic direction of company.
- Managed a team of 8 full time employees and 15-20 contractors.
- Streamlined company's recruiting process through strict documentation and consistent interview approaches to enable projects to be staffed quickly.
- Maintained strong relationships with local instructional designers and university programs to ensure a large pool of resources be readily accessible for our projects.
- Created an internship program to provide upcoming instructional designers with real world experience and help balance workloads for instructional team.
- Created a career path for the instructional team to enable greater job satisfaction and increased opportunity.
- Implemented cross-functional team meetings to ensure healthy communication between all members of the development process.

Performance Manager/Assessment Specialist

- Served as the assessment expert for key clients. Designed, developed, and implemented a reusable adaptive assessment schema that allowed clients to administer reliable and valid assessments for advancement within their rigorous curriculum.
- Spearheaded, designed and implemented the company's first 360 degree review process. Defined competencies for all roles within the company. Designed a process to align a client's assessments with existing training content to ensure fairness in assessment practices.

DigitalThink, Inc. - San Francisco, CA
August 2000 - March 2002

Learning Strategist

- Supported the sales efforts by developing innovative approaches and demos and providing instructional expertise for prospective clients. Designed the framework for the company's first game-based instructional interface. Managed clients and internal teams providing instructional expertise to help push innovative interactive approaches to course curriculums.
- Facilitated client meetings to extract content for course development. Designed and created instructional content and interactive elements for the development of custom web-based. Created instructional plans, informed course creative strategy, and managed alpha and beta testing. Worked collaboratively with production staff both locally and remotely in India.

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Pets.com - San Francisco, CA
October 1999 - August 2000

Customer Service Training Manager

- Managed team of four people responsible for the training 50+ Customer Service Representatives.
- Forged a career pathing model for my staff.
- Developed entire customer service training curriculum and delivered all instructor-led and train-the-trainer courses for the department.

Other Professional Experience

Arthur Andersen, Chicago, IL – Global HR, Recruiting, Training and Development Associate
Andersen Consulting, Northbrook, IL – Executive Meeting Planner
Smith Bucklin & Associates, Chicago, IL - Corporate Meeting Planner

Education

Graduate Degree: San Francisco State University - Masters of Arts, Education, Instructional Technologies

Undergraduate Degree: University of Illinois, Champaign/Urbana, IL – Bachelors of Arts, Speech Communications