

---

## PROFESSIONAL SUMMARY

Strategic learning and development leader with 15+ years of experience driving eLearning product delivery, instructional design, and professional development program performance. Proven success leading cross-functional teams, coaching project managers, optimizing operational processes, and using data-driven insights to enhance client outcomes and revenue growth. Experienced in scaling high-impact learning portfolios while improving client engagement and organizational efficiency.

---

## CORE COMPETENCIES

- Professional development strategy
- eLearning product delivery
- Instructional design
- Team leadership and coaching
- Program and project management
- Operational process improvement
- Client engagement and retention
- Product performance and KPI analysis
- Curriculum development
- Data-informed decision making
- Cross-functional collaboration
- Revenue and growth alignment

---

## PROFESSIONAL EXPERIENCE

**PM Skills® Editorial Director | MindEdge, Inc.**

**2020 - Present**

- Leads strategy and execution of a professional development eLearning portfolio aligned with business growth objectives and client outcomes.
- Oversees cross-functional teams including instructional designers, eLearning developers, project managers, subject matter experts, and multimedia specialists.
- Coaches and mentors project managers to ensure consistent, high-quality program delivery and scalable execution.
- Establishes key performance indicators and performance dashboards to evaluate product effectiveness, learner engagement, and client impact.
- Partners with Product, Technology, Marketing, Sales, and Finance teams to inform roadmap decisions and optimize go-to-market strategy.
- Drives continuous improvement initiatives to enhance operational efficiency and improve time-to-market.

**Manager, Quality Improvement Programs | MindEdge, Inc.**

**2015 - 2020**

- Led enterprise-wide quality improvement initiatives supporting learning product performance and client satisfaction.
- Managed and developed cross-functional teams delivering customized learning solutions at scale.
- Conducted training needs analyses and performance evaluations to inform product enhancements.
- Drove operational improvements that reduced bottlenecks and increased project throughput.
- Supported revenue growth by aligning professional development offerings with market demand and client needs.
- Improved delivery efficiency through process standardization and workflow optimization.

**Business Content Developer | MindEdge, Inc.**

**2011 - 2015**

- Designed and developed eLearning programs including interactive modules, simulations, virtual classrooms, and mobile learning.
- Applied adult learning theory and instructional design frameworks to enhance learner outcomes.
- Managed full lifecycle delivery of digital learning solutions from concept through launch.

**Project Manager/Editor | Lean Enterprise Institute**

**2008 - 2009**

- Managed cross-functional publishing and learning projects ensuring on-time, on-budget delivery.
- Applied ADDIE and SAM methodologies to create structured learning experiences.

**Project Manager | GOAL/QPC**

**1999 - 2008**

- Designed educational materials including instructor-led training modules, job aids, and multimedia learning assets.
- Established scalable workflows to improve operational efficiency and quality control.

---

## **EDUCATION**

**Bachelor of Arts**

University of New Hampshire, Durham, NH

---

## TRAINING AND CERTIFICATIONS

<b>Project Management Professional (PMP®)</b>	<b>2005</b>
<b>Certified Scrum Master® (CSM)</b>	<b>2012</b>
<b>Lean Six Sigma Green Belt</b>	<b>2019</b>
<b>PM Skills Certified Professional (PMSCP®)</b>	<b>2022</b>

---

## WORK PORTFOLIO

A comprehensive portfolio of work can be accessed at [www.dpicard714.com](http://www.dpicard714.com).

---