

Kenan Cooper-Gilmore

Professional Profile

As a Learning and Development Specialist, my primary responsibilities encompass the entire employee lifecycle. I design, develop, and deliver engaging training programs, including onboarding, career development, and leadership training. I also conduct needs assessments, analyze data to measure program effectiveness, and coordinate program logistics. Additionally, I am responsible for managing the Talent Management System (TMS), providing user support, and developing reports to track learning and development progress.

ComEd/Epittec

Southfield, Michigan

Training & Development Coordinator II

February 2022- December 2024

- Successfully led training delivery for CRM tool transition for over 300 frontline and management employees
- Recommends, designs, develops and implements innovative learning and development programs that support the full employment lifecycle, including onboarding, career development, wellness, succession planning, and management and leadership development. Program development and delivery facilitated both on-line and in person.
- Assesses needs, analyzes gaps, researches best practices, and partners with Human Resources colleagues and College management to identify, develop and implement successful and innovative learning and development programs.
- Develops and implements program processes and procedures, maintains records and tracks outcomes.
- Utilizes adult learning theory to provide customized learning opportunities.
- Continually monitors and evaluates effectiveness of programs and makes needed adjustments.
- Coordinates learning and development program activities including forming committees, scheduling, event logistics and vendor relations.
- Coordinates operation and use of the TMS and provides systems support to all users and resolves systems issues and works with vendors as needed
- Develops integrated talent/performance/learning reports, dashboards and portals in support of the learning organization, and ensures TMS data is leveraged within the organization.

ComEd

Oakbrook Terrace, IL

Customer Care Supervisor
New Hire Onboarding Strategy Lead
Care Center Career Development Program Manager

June 2015 – September 2018

- Successfully delivered synchronized strategies for service level improvements that aided internal organizations in achieving a favorable variance in excess of 45,000
- Conceptualize, execute, and support various career development programs/initiatives
- Direct, develop and coordinate scheduling for employees alongside day-to-day activities.
- Effectively communicate, market and champion new products and draft customer communications
- Develop, pilot, and implement process and operational improvements to enhance efficiency and effectiveness of Call Center Operations.
- Establish, promote, and maintain a safe work environment within the department.
- Collaborate with other business units to ensure timely completion of work and assigned project tasks
- Design learning and marketing material for new products, programs, and informational purposes

U.S. Cellular® Corporation

Bolingbrook, IL

Customer Service Supervisor
New Hire Coach
Training Coordinator

November 2009 – August 2013

- Monitors daily team and queue performance, understands the impacts to the business and takes appropriate action.
- Assists in establishing standards for quality and performance and monitors these.
- Interprets data analysis including statistics and trends for the team's performance via E-Work force management.
- Communicates, interprets, and ensures compliance with USCC policies, procedures and goals as they apply to area of supervision while promoting high morale.
- Performs full scope of talent management and development activities, including all aspects of the performance management process, performance and behavior assessment, feedback, coaching, career planning and guidance, corrective action and training
- Develops and implements process and operational improvements to enhance efficiency and effectiveness of Call Center Operations.

Education

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| • College of DuPage | High School Diploma | Westmont, IL |
| • Sheffield Vocational Center | Data Entry Certification | Memphis, TN |
| • Colorado State University | Bachelor of Science in
Organizational Development | Greenwood Village, CO |