

Dr. Shawn Foley

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EXECUTIVE DIRECTOR, LEARNING SERVICES

Advancing people and talent, enhancing organizational capabilities and accelerating the performance of businesses across the U.S., Europe, the Middle East, Africa and Asia. Providing comprehensive growth strategies for new and existing businesses executed in accordance with the strategic goals of organizations. Elevating workforces, engaging teams and leading people from strategy through alignment and to delivery regardless of the circumstances or the environment. Solving complex problems through data driven analysis, crystal clear communication, cross-team collaboration and by establishing trust. Bringing audiences together through meaningful learning to empower individuals, connect teams, develop performance and achieve positive customer and client experiences.

- Business Development
- Change Management
- Executive Leadership
- Program Management
- Learning Services
- Human Centered Design

NUVANCE HEALTH, Director, IT Learning Services, Poughkeepsie, NY **2019-2020**

Enhanced operational capabilities, supported organizational development and accelerated strategic initiatives. Managed 21 direct reports. Directed 3 education service lines (Delivery, Coaching, eLearning). Moved the entire service offering online during the COVID pandemic.

- Directed 190 educational programs supporting +30 IT applications for +13K staff
- Delivered 1.6K classes and 14K hours of coaching
- Managed 6K hours of content development and maintained +600 education modules
- Added 14 courses and 1.9K hours of instruction without adding staff
- Achieved cost savings of \$400K by modernizing the learning model, tools and technologies
- Achieved 90% staff competency rate and 92% staff satisfaction with service offerings

CERNER CORPORATION, U.S. & International **2004-2019**

Sr. Manager and Regional Leader, Client and Associate Experience, 2016-2019

Created and led a governance board that included the business line owners and senior executives from every team within the organization. Brought people and teams together to expand bandwidth, execute projects, mature and evolve organization. Grew skillsets, expanded influence, and created efficiencies within key initiatives. Directed +70 associates to advance talent, improve experiences, improve operational delivery, and grow the business.

- Directed 72 projects and led the investment of +45K hours across multiple services
- Advanced teamwork and knowledge sharing among +330 professional services associates
- Created 'Manager Collaboration Forums' to bring managers together across all business units, enhance manager skillsets, increase team capabilities and improve staff satisfaction
- Created a 'Trusted Advisors' program to uplift associates' skill set in the areas of needs assessment, strategic consulting and client stakeholder management
- Standardized 398 regional business and process workflows across the organization
- Saved 9.2K hours per project which achieved \$1.2M in estimated efficiency gains
- Reduced the time to complete Cerner EHR projects by 3 months or +16K project hours

Sr. Manager | Regional Leader, Middle East and Africa, 2013-2016

Provided executive oversight for client education and the learning services teams in the U.A.E., Saudi Arabia, Egypt and Qatar. Managed and mentored 13 direct reports and another +30 learning consultants while they were working in the region. Conducted a SWOT analysis and created a 3-year strategic plan to grow talent, fill resource gaps and improve client relationships.

- Sold \$16M in bookings and managed \$20.3M contract backlog (3YR period)
- Grew revenues from \$1M to +\$5M annually
- Managed recruitment and resourcing of +250 trainers and coaches (3YR period)
- Mentored 10 of 13 direct reports to promotion including 2 manager-level promotions
- Delivered +6K education events across 6 countries
- Developed +200 custom materials in under 3 months for 2 separate clients
- Created a cross-platform eLearning solution to educate 12,000+ staff over 9 weeks
- Educated 22,090 healthcare professionals at 20 client sites, 46 facilities, +30 IT solutions
- Improved overall regional satisfaction with training and coaching by 5% on KLAS surveys
- Achieved client satisfaction scores of 4.5 on a scale of 5.0 (90%) +15,000 surveys collected
- Achieved 727.4 engagement score on 'Best Companies' survey, best in our organization

Learning Manager, Business Development**2009-2013**

United several business units to create one central team focused on growing revenues and increasing operational efficiency in the areas of eLearning development and the continuing education of health care professionals. Led a team of 5 learning leaders to develop business cases, create financial plans, enhance existing solutions and enter new markets. Worked with +100 clients and Higher Education institutions in the U.S., U.K., U.A.E. Qatar and Australia.

- Sold USD \$17 million in bookings and managed revenues of USD \$15 million annually
- Achieved 57% growth in operating earnings due to annual cost avoidance and improved expense planning while maintaining annual revenues
- Managed the delivery of programs that offered +10,000 Continuing Education credits to healthcare professionals annually
- Pioneered the first Virtual Hospital to educate nursing students using a real Clinical Information System (CIS) with Metropolitan Community College (MCC)
- Negotiated a strategic alliance with Pearson Education to create a 'first of its kind' point-to-consumer transaction model for Cerner solutions making them accessible to students through thousands of distributors (bookstores) including Amazon and Barnes and Noble

Program Manager, Global Learning**2006-2009**

Redefined how teams and individuals learn and connect worldwide by implementing a social media platform which enabled associates and clients to stay current with Cerner innovations. Led the learning strategy for Cerner associates in North America, Europe, Asia and Oceania by creating programs that aligned with corporate and organizational imperatives. Determined program directions, vision, mission, objectives, and managed the overall operations.

- Advanced talent through the creation of several 'fast-track' consulting leadership programs
- Achieved a 95% decrease in the time to work for an associate aspiring to be an Integration Architect, Solution Architect or Engagement Leader through apprenticeship programs
- Generated a 50% reduction in time to complete IA, SA and EL certifications and achieve successful candidate placement
- Achieved USD \$9.4M in expatriate cost avoidance over a 2YR timeframe

PREVIOUS POSITIONS HELD

Learning Strategist, Cerner Corporation
Director of Instructional Design and Faculty Development, The Pennsylvania State University
Instructional Design and Web Coordinator, The Pennsylvania State University

EDUCATION / TRAINING

Doctor of Education, Instructional Systems and Behavior Change, The Pennsylvania State University,
University Park, PA
Master of Science, Instructional Technology, Bloomsburg University, Bloomsburg, PA
Bachelor of Science, Elementary Education, Bloomsburg University, Bloomsburg, PA

CERTIFICATION / ACHIEVEMENTS

High Performance Learning Journey Champion, Brinkerhoff Certification
IASSC Certified Green Belt™ and Black Belt™