

# ANITA, THE PASSIONISTA, TORRES

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## PROFESSIONAL SUMMARY

Highly motivated and passionate Certified Learning and Performance Consultant, Coach, Facilitator, Instructional Designer, and Project Manager with over 15 years' experience facilitating professional development programs, designing, developing, and delivering eLearning and instructional materials for virtual and live environments. Have proven successes in all phases of instructional system processes including human performance improvement, change management, learning design and development, engaging facilitation, project management, and evaluation. Have an excellent reputation for effective, efficient, and energetic facilitation of professional development and technical training courses; known for being action-oriented and decisive in handling difficult situations. Bilingual: Fluent in English and Spanish.

## PROFESSIONAL EXPERIENCE

### **PASSION POWERED CONSULTING, LLC, Mount Dora, FL**

**2008 – present**

(formerly *Alternative Learning Designs, LLC*)

(*Workplace Learning & Performance Consulting, Coaching, Facilitation, and Keynote Speaking*)

#### **Independent Learning and Performance Consultant**

Partner with organizations who seek to improve individual and organizational performance by effectively integrating people, process, and products for sustained growth and employee engagement.

- Facilitate highly interactive professional development programs such as The Passion Test™ for Individuals and for Businesses, Managing Team Performance, Behavioral Interviewing, Leadership Development with a focus on Emotional Intelligence, Career Development, Managing Change, Effective Communication, Customer Service, and many others.
- Design and deliver performance learning solutions that include business process analysis, needs assessment, measurement and evaluation as well as a variety of blended learning disciplines, i.e. hands-on, interactive classroom training (virtual and live), structured job aids, online and self-paced learning materials.
- Clients include: Lake Sumter Community College, Insignia Training (ACS/Hertz), Florida Hospital Waterman, LIMRA, Nephron Pharmaceuticals, Frontline Homeowners Insurance, City of Eustis, KAM Services, Vac-Tron Equipment, and Team Training Unlimited, to name a few.

### **LIBERTY MUTUAL INSURANCE GROUP, Heathrow, FL**

**2003 – 2008**

(*World's leading property and casualty insurance company*)

#### **Lead Training Specialist – (Part Time)**

**2005 – 2008**

Served as performance consultant to department heads and training team members. Managed the design, development, and delivery of sales and service training for trainers/educators, sales reps, and support personnel. Facilitated continuing education and selling skills workshops. Served as coach to training team and as project lead on enterprise-wide initiatives. Designed and delivered professional development workshops on instructional design models, adult learning and accelerated learning techniques, whole-brain learning, project planning, classroom management, etc.

- Customized vendor program on *Emotional Intelligence* and facilitated to over 300 employees
- Designed and developed the *Affinity Selling* curriculum using Brainshark as a blended-learning program with online self-study, learning labs, and supervisor coaching – Received “Silver” Level Bravo Award for program

#### **Sr. Technical Training Consultant**

**2003 – 2005**

Served as primary facilitator for Phase II classroom sessions and certified in the Consultative Selling program by Richardson. Managed the design, development, and delivery of field sales rep training programs as well as training web sites and web-based programs. Created Phase I Sales Success Guide as a blended learning program using web-based, self-directed learning with Manager (Facilitator) Guides to support Sales Managers with coaching new reps.

- Implemented an integrated approach to learning in Phase II session by applying adult learning theory and accelerated learning techniques to the classroom experience
- Received the “Diamond” Level Bravo Award

**CONTRACT INSTRUCTIONAL DESIGN SERVICES, Mt. Dora, FL**

2002 – 2003

**Instructional Designer**

Served as contract instructional designer for various independently owned companies to design, develop, and deliver learning and performance solutions.

**FIRST DATA MERCHANT SERVICES, Coral Springs, FL**

1997 – 2002

*(Global provider of electronic transaction processing services)*

**Learning Resources Manager**

2001 – 2002

Managed first eLearning global project for all corporate business units, and maintained division Learning Portal (Training Web Site). Administered and marketed Learning Centers and Resources at all sites. Managed staff of 16 with 2 direct reports. Trained, developed, and delivered annual reviews.

- Created entire infrastructure for first “Virtual Community” using Blackboard.com. Served as Virtual Coach to seven Instructional Designers
- Managed vendor relationships. Negotiated web-hosted online training contracts resulting in 15-20% savings
- Designed and developed marketing plans and strategies, materials, job aids, policies and procedures

**Learning Technologies Manager**

2000 – 2001

Managed staff of 6 in development and delivery of technology-based training serving 7,500 geographically dispersed employees. Developed and implemented training strategy, nurtured and developed internal client relations, managed multiple projects, and prioritized resources to meet changing needs and goals.

- Recruited, hired, and trained first eLearning development team of six Instructional Technologists
- Developed policies and procedures for online development; and facilitated one-on-one and group coaching sessions along with staff development workshops

**Senior Instructional Technologist**

1997 – 2000

Facilitated train-the-trainer workshops, professional development, and leadership programs. Coached team members, developed and monitored overall training process within department. Developed and implemented multiple eLearning training initiatives by organizing content using information design and interactive multimedia design principles. Prepared project plans and performed job/task analyses, user testing, and evaluations.

**EDUCATION**

**Masters of Science, Instructional Systems and Open Distance Learning**, FSU, Tallahassee, FL  
**BA, Business Management/Marketing**, Marymount Manhattan College, New York, NY

**CERTIFICATIONS / TRAINING**

**Six Seconds’ EQ Network: Certified Associate in Emotional Intelligence Coaching and Assessment**  
**ASTD Certified Professional in Learning and Performance (CPLP)**

**Certified Facilitator**, Passion Test (Enlightened Alliances, LLC), LIMRA, Achieve Global, and Richardson, Inc.  
**Licensed** Personal Lines Insurance Agent for State of Florida

**TECHNICAL SKILLS**

Microsoft Office Applications, Visio, Brainshark, Articulate, Adobe Dreamweaver, Blackboard, WebEx, Adobe Connect Pro, PresentationPro, and beginner Captivate

**PROFESSIONAL ACTIVITIES**

**National Member**, American Society of Training & Development (ASTD): Support CPLP Program as Item Writer and Work Product Rater; Career Services as Career Coach; and Expert Reviewer for Excellence in Practice Awards

**Local Member**: Central Florida ASTD: Serve as President; CPLP Virtual Study Group Facilitator and Project Committee Member, and as a Mentor/Coach for the Mentoring Program