

# Timothy Arthur

🏠 Clayton, NC 27520 ✉ tim.arthur@gmail.com ☎ (919) 272-6644 🌐 LinkedIn [in/tim-arthur](https://www.linkedin.com/in/tim-arthur)

## Learning and Development Manager

Accomplished Learning and Development leader with a lifelong passion for empowering essential education methods to fit the modern workplace. Champion of diversity and inclusion with a laser focus on cultivating work cultures that promote collaboration and growth while bolstering the company bottom line. Diverse portfolio of learning and development expertise including specialties in eLearning, leadership development, instructional design, and multimedia content creation, among others.

### CORE COMPETENCIES

Diversity and Inclusion  
Learning Program Design  
Cross-Functional Collaboration  
Training Program Development  
Learning & Development Strategy  
Onboarding Roadmaps

eLearning & On-Demand Training  
Group Presentations  
Metric Based Modeling  
Curriculum Development  
Adult Learning Theory  
Leadership Development Programs

Training Needs Assessment  
Blended Learning Methodologies  
LMS/Learning Content Management  
Training Process Optimization  
Best Practices  
Technical Program Management

### PROFESSIONAL EXPERIENCE

#### 🚩 CISCO SYSTEMS, INC.

2012 – 2020

##### Senior Program Manager, Learning and Development (2013-2020)

Spearheaded comprehensive design and integration of versatile training solutions harnessing modern technologies for the entirety of 75,000 staff members. Utilized a wide array of instructional learning methodologies to enrich multimedia learning capabilities. Cultivated environment of inclusivity and diversity while redesigning legacy offerings to ensure a natural experience with a modern cadence.

- **Coached and managed program manager team and fostered growth through on-going development and coaching;** recruited top talent and managed employee accountability for implementing quality learning solutions in alignment with business objectives.
- **Transformed failing \$4M training program, increasing utilization by more than 10% month-over-month within a quarter from taking over;** revitalized training model and program marketing with new structure to ensure alignment with company personnel and proper usage of resources.
- **Championed accessibility measures to empower availability of intuitive training resources for staff;** facilitated creation of two new roles to drive creation/maintenance of robust Tableau dashboards that track completion for all employees.
- **Bolstered 1700% increase in training resources** via comprehensive analysis of business requirements with stakeholders and delivery of sophisticated learning solutions.
- **Drove 10% quarter-over-quarter improvement to eLearning asset consumption** by directing initiative to redesign technical training user experience and interface (UX/UI).
- **Overhauled training dashboard leveraged by global team of over 3,000 support engineers** correlating with 17,000 weekly views.

##### Customer Success Engineer (2012-2013)

Architected virtual training portfolio while delivering exceptional technical customer support for worldwide client base on TelePresence products/services.

- **Vastly improved mean time to final resolution for engineering support calls** by enabling global access to 22 unique eLearning lesson plans.

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- **Authored onboarding technical track for TelePresence group focused on obtaining fundamental technical skills related to mastery of solutions;** process enabled new engineers to quickly ramp-up to assisting with critical support efforts.
- **Led and mentored employee study groups** in process of securing the Cisco CCNA certification.

## PROFESSIONAL EXPERIENCE CONTINUED...

### IGNITE RALEIGH

2012 – 2013

#### Event Organizer | Marketing Manager

Shepherded creation of sophisticated marketing and event management processes to shape brand awareness, promote critical events, and build interest in company programming. Leveraged knowledge of digital and social media, marketing tools, and A/V solutions to maximize impact and boost event/program reach.

- **Organized two annual events yielding over 600 attendees each, surpassing previous levels by more than 30%;** events required expertise in digital media asset development, social media strategy, and marketing.
- **Defined and implemented previously non-existent ticketing solution maximizing venue capacity levels to 95%;** built foundational Ignite WordPress site that integrated with Eventbrite to streamline ticketing process.

### SYNECOR, LLC

2004 – 2012

#### IT / Marketing Manager

Wore many hats as a technical and marketing expert reinforcing communication and networking capabilities and guaranteeing effective brand development strategies. Oversaw key budgets, search engine optimization (SEO) efforts, and technical maintenance processes key to operational excellence.

- **Slashed travel expenses by 20% through innovative design of videoconferencing network and Polycom system;** bolstered data broadcast quality spanning company's three bi-coastal locations across the US.
- **Headed IT support team serving as operational subject matter expert (SME)** while delivering essential reports and verifying adequate communication planning.

## EDUCATION & PROFESSIONAL DEVELOPMENT

### Bachelor of Science in Education

State University of New York College

Credentials: Disney's Approach to Leadership Excellence (Disney Institute), Leading in a Diverse and Inclusive Culture (American Management Association), Tableau Essential Training (LinkedIn), ABM Foundations (Demandbase)

Technical Skills: HTML/CSS ▪ Google Analytics ▪ JavaScript ▪ Jira ▪ WordPress ▪ Adobe (Articulate, Captivate, Photoshop, Audition, Illustrator) ▪ Moodle ▪ Camtasia ▪ Tableau ▪ Git ▪ Microsoft Office Suite

## AWARDS

**Connect Everything** (9x recipient)

**Benefit Everyone** (8x recipient)

**Intensely Focus on Customers** (2x recipient)

**Change the World**

**Make Innovation Happen**

**Innovate Everywhere**