

# Steffany Stevens

291 Chandler Bluff Ct ♦ Grayson, Georgia 30017  
Home: (678) 691-2504 ♦ Cell: (770) 990-0909 ♦ sys27delta@comcast.net

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## SUMMARY

Successful Training and Performance Improvement Professional with experience in the design, development, and delivery of blended learning solutions also recognized as a great facilitator with strong understanding of adult learning principles. I am solution driven with the focus on improving employee performance through innovative problem solving techniques, developing skills, knowledge and abilities to achieve business goals.

## PROFESSIONAL EXPERIENCE

**university of phoenix**, Atlanta, GA

**2006 – Present**

### **Adjunct Professor, Online and In-House**

Human Capital Development instructor. Plan programs of study that meet the individual needs, interests, and abilities of each student, and create a classroom environment that is conducive to learning and appropriate for the adult learner.

- Received outstanding evaluations from colleagues on facilitation skills for both on-line and classroom delivery. Consistently receive positive feedback from students on course evaluations
- Successfully designed and developed basic course on Facilitation Skills which is continually used in the New Hire Orientation Program.

**avaya inc.**, Norcross, GA

**2000 – 2009**

### **Global Training Manager / Human Resource Manager (2001 – 2009)**

Designed, developed and delivered training (on-line, classroom, blended environments) for all areas of Avaya globally. Evaluation includes developing competencies and performing skill gap analysis by conducting required assessments and creating developmental plans to align and address staffing needs and business goals

- Increased retention by 27% by developing new on-boarding processes for hiring and training.
- Lead initiative to interview, hire and train 130 new associates, & managers in 2002, 2005, 2008,2009
- Developed Collections Training Manual and delivered the training to associates in the Collections Organization resulting in \$80M increase of 62% over the previous month.
- Developed Leadership Umbrella increasing effectiveness of management group. Received excellent feedback and monitored improved team performance.
- Successfully mapped business requirements, local laws, and staffing needs to determine which positions should be eliminated and/or retained in global restructuring project.
- Selected to design, develop, and deliver global training programs for all new technologies.
- Improved retention rate and reduced training costs with targeted training initiatives.
- Increased team cohesiveness and performance through highly customized training programs based on expressed needs.
- Designed, developed and delivered, Computer Based Training, Call Quality Program, Mentorship Program, Facilitator Certification Program, Team Building Activities, Leadership Development Training Series
- Developed SME program in management creating opportunities for 6 promotions into first-time management roles.

### **Customer Care Manager (2000)**

Managed 10 associates in in-bound call center environment.

- Created team where 8 out of 10 employees were ranked in top 20 of call center employees.
- Led team which achieved top performance for 2 consecutive months for 3<sup>rd</sup> quarter.
- Managed 55% drop in Hold time from 67 sec to 30 seconds in 1 month.

- Increased adherence time by 8% to move from 86% to 94% exceeding company objectives.
- Raised total team performance from 3.45 to 4.75 on a scale of 5.0 in 60 days.

## **Steffany Stevens**

Page Two

**lucent technologies**, Atlanta, GA

**1997 – 1999**

**Quality Assurance Manager** (1999)

Analyzed metrics and identified areas of opportunity to spark revenue growth. Increased customer satisfaction through one-on-one coaching, proposed measures or corrective action to 200+ employees and leaders. Produced and reviewed quality reports for each operational area.

- Developed Call Quality Program delivered to 200+ associates and managers globally. Improved customer service by 22%.
- Provided coaching to 200+ associates and managers through call quality monitoring to ensure proper tone and call quality and customer service.
- Created scripts to drive down call handling time. Reduced handling time by %.
- Developed and taught training curriculum on Cash Applications reducing error rate by 95%.

### **VOLUNTEER WORK**

**gwinett habitat for humanity**, Atlanta, GA

**Selection Committee Team**

**gwinett county pta**, Atlanta, GA

**Education and Literacy Chair / Board Member**

**delta sigma theta**, Atlanta, GA

**Chapter Serves – Chair of Child Care Services**

### **EDUCATION**

**PHD Candidate**, Capella University,

Training and Human Performance Improvement (anticipated completion 2011)

**Masters in Human Resource Management**, National-Louis University, 2001

**Bachelor of Science**, Tennessee State University

### **PROFESSIONAL DEVELOPMENT**

Member of ASTD

Yellow Belt Six Sigma Certification, 2006

Project Management Certification, Reinhardt College, 2001

### **TECHNICAL SKILLS**

Microsoft Office Suite ♦ Visio ♦ Microsoft Project ♦ SAP

### **MILITARY**

U.S. Army, Medical Specialist, First Sergeant

Honorable Veteran

### **awards received**

Avaya Inc. – The Best of the Best June, 2003

Avaya Inc. – Global Operations Outstanding Performance Award, 2002 and 2005