

CLAUDIA MONTOYA-ANDREWS, M.Ed.

E: Montoya.claudia.c@gmail.com | T: (949) 303-9193 | Web: <http://bit.ly/CMAprofile> | In: <http://bit.ly/LinkedInCMA>

PROFESSIONAL STRENGTHS

- Extensive experience leading and developing the workforce for diverse organizations, including higher education, corporate, non-profit, and government
- Knowledge working with subject matter experts and key stakeholders to define and design workforce solutions that enhance employee performance
- Superior ability to identify learning gaps and talent needs to develop a comprehensive and innovative learning strategy
- Strong ability to assess organizational systems and produce scalable learning recommendations for diverse, technical, and remote teams
- Futuristic and visionary leader energized by partnering with executives to prioritize and develop strategic talent development programs that produce exceptional results
- Excellent written and oral communication skills

KEY SKILLS

Human Resource Leadership | Global Learning Strategy | Instructional Design | Assessment and Evaluation | Online Learning | Leadership Development | Equity and Inclusion | Project Management | Corporate Training

PROFESSIONAL EXPERIENCE

LEARNING & DEVELOPMENT LEADER

Orange Coast College

March 2014-Present

Leads and executes the learning strategy for the human resources office in support of developing technical teams including faculty, staff and executive leaders of Orange Coast College. Directly responsible for managing the daily operations of the learning and development function, conducting the college's needs assessment, developing curriculum for all employee learning programs, managing learning academies, and delivering live and online training for all employee groups.

Accomplishments:

- Founded the professional development arm for Orange Coast College
- Received ACCJC 2019 accreditation commendation for college-wide Professional Development innovations
- Awarded a California Community College State Chancellor's Office grant to fund leadership development
- Retooled the New Employee Orientation to a blended learning model
- Launched Unconscious Bias Learning
- Conceptualized the employee rewards recognition events
- Designed the Tenure Track Faculty Academy
- Designed the Classified Leadership Academy

HUMAN RESOURCES PROJECT MANAGER/ANALYST*County of Riverside**March 2007-March 2014*

Led projects in support of the execution of HR organizational goals and innovations through the use of literature review, industry expertise, and community partnerships for a workforce of 20,000 employees.

Accomplishments:

- Authored the human resources strategic workforce plan that resulted in improvement of business operations and talent development
- Saved the County staff time and resources by pioneering the conversion of learning modules to on-line trainings and establishing the use of SharePoint for collaboration and content management yielding a cost savings average of \$15,000 annually
- Marketed, planned and managed the county's largest recruiting event that resulted in record daily and monthly job applicants for hard to fill positions and over 10,000 applicants in 30 days
- Revitalized and launched the new employment onboarding program that resulted in top 10th percentile HR performance activity based on county performance factors employee survey data, 2013

EDUCATION

University of Southern California | Master of Education, Learning Design and Technology | 2020

California State University, Fullerton | Bachelor of Science, Human Development | 2005

CERTIFICATIONS, SHARED GOVERNANCE, MEMBERSHIPS, & TECHNOLOGY

| | |
|-----------------------------|---|
| Certifications | <p>Safe Zone Ally Trainer LGBTQIA+ Safe Zone Training Certified, 2020</p> <p>Crucial Conversations Certified Trainer Vital Smarts, 2019</p> <p>Research Ethics & Compliance Training CITI Certified, 2019</p> <p>Instructional Design Certificate Association for Talent Development, 2017</p> <p>Leadership Development Certificate Association for Talent Development, 2017</p> <p>Training Design & Delivery Certificate Association of Talent Development, 2016</p> |
| Higher Education Leadership | <p>Co-Chair Professional Development Advisory Committee, 2019-20</p> <p>President Orange Coast College Classified Senate, 2018-20</p> <p>Chair Professional Development Advisory Committee, 2015-17</p> |
| Board Seats | <p>Chair, Member Education California Community Colleges, 2018-22</p> |
| Technology | <p>Proficiency In G Suite, Storyline 360, Cornerstone Learning Management System, Microsoft Office, Zoom, Class Climate, Word Press, Social Media Communication</p> |