

PROFESSIONAL SUMMARY

Consultant with 30+ years of experience helping organizations implement technology, improve business processes, document complex systems and procedures, and prepare employees to work effectively in changing environments. Work spans technical writing and documentation, technical and software training, instructional design and curriculum development, change management, and learning project management. Trusted by business leaders, HR and Learning & Development teams, technology organizations, subject matter experts, vendors, and end users to translate complex business and technical needs into practical solutions. Brings extensive experience with enterprise learning and HR technologies, structured writing, facilitation, UAT, governance, process improvement, and organizational change.

PROFESSIONAL EXPERIENCE

J Buckley Consulting, LLC, *Independent Enterprise Learning Consultant*, 2010 – Present

Operate a sole proprietorship supporting enterprise software implementations, learning initiatives, technical documentation, training, project delivery, and organizational change for Fortune 500 companies, consulting firms, federal contractors, public-sector organizations, associations, nonprofits, and small businesses.

Project / Program & Change Management

- Support the planning, coordination, and execution of talent development programs including leadership training, annual compliance training, employee engagement surveys, and communities of practice, managing scheduling, communications, materials, learner support, participation and feedback tracking, improvement recommendations, and program/change communications
- Performed an LMS gap assessment and documented processes, developed technical specifications, configured the new system, created UAT and training plans and a role-based security model, led change management and training, and established centralized training governance with supporting policies and procedures
- Collaborated on six global Cornerstone OnDemand implementations, including fit-gap analysis, implementation guidance, administration models, data governance, and role-based security
- Created a Cornerstone review checklist comparing current use with system capabilities and best practices, then restructured access for 100+ administrators into a tailored, layered, role-based security model
- Managed UAT for a customized Cornerstone implementation, including 800+ formal test scripts, test planning, training and coordination of approximately 70 remote global testers, ad-hoc testing, results analysis, and client sign-off
- Served as Lead Trainer, Technical Writer, and Subject Matter Expert on two enterprise-wide PeopleSoft implementations and four major HR and ELM upgrades, managing workstreams spanning requirements, test scripts, UAT, end-user training, implementation support, and sign-off
- Created and managed multi-day continuing education programs with international components, overseeing content, facilitators and resources, registration, and delivery for approximately 3,800 learners
- Provided project management support for a large, multi-phase curriculum plan, coordinating deliverables, project activities, discussions, and subject matter experts

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Independent Enterprise Learning Consultant

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- Supported local and offshore teams during an international administrative-work transition and established quality processes and tools supporting Learning & Development operations

Instructional Design & Technical Writing

- Create technical and business documentation including user guides, FAQs, getting-started materials, release notes, technical and installation manuals, quick-reference guides, online help, change communications, best practices, templates, and forms
- Created, implemented, and managed data-governance plans, policies, procedures, and accountability for PeopleSoft HR, PeopleSoft ELM, Cornerstone OnDemand, and Workday
- Designed and updated more than a dozen instructor-led courses on technical and proprietary topics for international audiences and edited six proprietary software manuals for an IT audience
- Supported a Workday reimplementation through testing, process mapping, flowcharts, results documentation, and translation of policies and processes into a consolidated manual and job aids for multiple audiences
- Built ILT and OJT templates for field operators across multiple locations and interviewed subject matter experts to capture standard operating processes for training, documentation, and content-management environments
- Developed materials with subject matter experts and instructional designers for 198 instructor-led tax technical, software, and soft-skills courses, including instructor guides, presentations, exercises, and participant workbooks representing 804 training hours for approximately 1,800 professionals and 5,940 development hours
- Managed multiple week-long training programs for Managers, Directors, and Partners, coordinating instructional designers, subject matter experts, facilities, and support staff
- Consult with clients to assess learning needs, recommend and design solutions, select appropriate technologies, and evaluate effectiveness
- Design and facilitate curriculum development for corporate-wide initiatives and independently develop programs, courses, manuals, user guides, quick-reference guides, job aids, exercises, quizzes, and tests

Instruction / Facilitation

- Conduct advanced training in leadership and customer service, project management, process improvement and defect elimination, and software and technical skills
- Develop and deliver software and enterprise-implementation training from beginning through advanced levels for staff through senior management using instructor-led, webinar, teleconference, and blended formats, including custom training, job aids, and performance support

PricewaterhouseCoopers, LLP, *Learning & Education Learning Solutions Project Specialist; Learning & Education LMS Upgrade & Implementation Project Team Senior Associate; Learning & Education Systems Process & Quality LMS Project Manager*

- Partnered with business leaders, HR stakeholders, and learning teams to identify capability gaps and lead enterprise learning initiatives supporting implementation, adoption, governance, and continuous improvement of talent and learning systems
- Designed measurement and evaluation processes to assess learning effectiveness, data quality, user adoption, and business impact
- Led cross-functional teams responsible for learning technology enhancements, process redesign, change management, communications, and implementation readiness, developing

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governance frameworks, operational standards, and business processes to improve effectiveness, efficiency, and user experience

- Led creation of an LMS administration manual by consolidating and documenting processes, business rules, and institutional knowledge supporting the transition of LMS administration to PwC-India, and provided technical support to U.S. and offshore teams during transition
- Led quarterly LMS data-quality and governance audits, documenting deficiencies, assessing security and data-integrity risks, recommending improvements, and initiating data cleanup
- Created master project plans for system enhancements, drafted business requirements, process documentation, and training aids, and led UAT, cutover, training, support, and status reporting across multiple stakeholder groups
- Researched, tested, documented, and resolved LMS incidents and system defects, including JIRA tickets; created and updated test cases and UAT scenarios, re-tested fixes, and developed workarounds for functionality unavailable at go-live
- Served full time as a Subject Matter Expert during an enterprise LMS upgrade, contributing to fit-gap analysis, business requirements, installation, system and UAT testing, training, rollout, and support
- Worked with outside consultants to develop training for the new Learning Management Team, including the training plan, exercises, ILT materials, and Quick Reference Guides for LMS administrators and the enterprise learner population, and provided ongoing support and knowledge sharing
- Facilitated curriculum development for the Assurance CPT rollout, determining learning objectives, content, and delivery methods and incorporating evaluation findings into ongoing course and curriculum planning

Metropolitan Life Insurance Company, Trainer; Learning & Development Specialist; Learning & Development Technical Specialist; Learning & Development - Instructional Design

- Served full time as a Subject Matter Expert during installation, testing, training, implementation, and rollout of an enterprise-wide Learning Management System
- Developed and delivered training and reference materials supporting the LMS rollout, including an enterprise job aid for all associates
- Designed and maintained Lotus Notes databases supporting class scheduling, reporting, curriculum materials, data collection, information sharing, and other Learning & Development operations
- Conducted advanced training in Project Management, Process Improvement, and Defect Elimination
- Designed and developed learning initiatives, programs, and curricula for varied audiences using appropriate educational technologies, including courses, workshops, and seminars
- Evaluated and analyzed training effectiveness, reported results to customer groups, and used findings and stakeholder feedback to improve curricula and materials
- Negotiated contract agreements, managed external vendors, and researched and benchmarked outside training resources
- Designed and implemented technology-based solutions and quality processes supporting Line of Business Learning & Development, documenting processes and addressing business needs, performance improvement, and cost reduction
- Developed and delivered technical, software, and business-skills training for entry-level through managerial staff, including classroom, custom, and one-on-one instruction, job aids, performance support, and desk-level software support

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- Supported the PeopleSoft project by consulting on system enhancements and maintaining project records
- Conducted needs assessments and classroom training, provided on-the-job coaching and one-on-one support, partnered with subject matter experts to ensure content accuracy, and developed and maintained curricula and manuals

PREVIOUS TRAINING, CONSULTING & LEADERSHIP EXPERIENCE

New Horizons Computer Learning Center, IKON Technology Services, CompUSA, Gateway, Independent Consulting, Girl Scout Council of Suncoast, Application Training Supervisor, Senior Instructor, Applications Instructor, Technology Instructor, Trainer, Independent Contractor, Volunteer Certified Council Trainer

- Taught more than 60 software application courses from beginning through advanced levels to corporate and individual learners, maintaining a 9.35/10 customer satisfaction average at New Horizons
- Delivered custom technical training for software and operating-system conversions, assessing client needs, adapting instruction, and providing onsite troubleshooting, Help Desk, and post-training support
- Progressed from Senior Instructor to Application Training Supervisor, supporting instructors, managing schedules and evaluations, reviewing instructor performance, and delivering Train-the-Trainer programs
- Created and edited technical documentation, instructor procedures, reference materials, courseware, templates, forms, databases, and other client documentation
- Extended training beyond paid employment through volunteer instruction in software, web design, online safety and security, and adult-leader development

EDUCATION

University of South Florida, Master of Science, Cybersecurity - coursework completed; internship requirement remaining

Regis University, Master of Business Administration, with Honors

University of South Florida, Master of Arts/Education, Adult Education, Honors

Villanova University, Certificate in Fundamentals of Project Management

University of Maine, Bachelor of Science, Secondary Education in Social Sciences

TRAINING & CERTIFICATIONS

Certified Professional in Talent Development (CPTD), Association for Talent Development

ATD Microlearning Certificate, Association for Talent Development, 2024

AI Intensive: AI in Talent Development, Association for Talent Development, 2024

USF Diversity, Equity and Inclusion in the Workplace Certificate, 2022

Information Mapping Professional Certification (FS Pro), 2014, 2022

CyberSAFE 410, CertNexus, 2022, 2027

Modern Classroom Certified Trainer (MCCT), Logical Operations, 2020, 2026

ROI Certificate, ROI Institute, 2004

Development Dimensions International Certified Facilitator, 2001

Achieve Global Quality Service Skills Core & Coaching Certified Trainer, 2000

Microsoft Certified Master Instructor for Office 2000

PROFESSIONAL AFFILIATIONS

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Association for Talent Development (ATD), National Member since 2002; ATD Florida Suncoast Chapter since 2007

Association of Change Management Professionals (ACMP), since 2024

International Society for Performance Improvement, 2011-2025

National Notary Association, Florida Notary, since 2011

The Learning Guild, since 2007

Project Management Institute, since 2004; PMI Tampa Bay Chapter, 2012-2020

Phi Kappa Phi Honor Society, Lifetime Member since 2001

CONFERENCE PRESENTATIONS, SPEAKING ENGAGEMENTS & PUBLICATIONS

CPTD Study Workbook, contributor, ATD Press, 2025

ATD International Conference & Expo, Credential Holder Meet Up and Speed Mentoring, 2025

ATD CORE4, presented on instructional design resources, 2025

ATD Annual Chapter Leader Conference, presented on chapter technology, governance, operations, and leadership, 2016–2026

International Society for Performance Improvement, presented on implementation/change management and talent development resources, 2024–2025

Training Magazine Conference, presented on LMS implementations, 2025

ATD New England Area Conference, presented on technology implementations and talent development resources, 2023–2024

Learning & HR Technology Solutions / The Learning Guild, presented on learning technology resources, 2024

The Maine Review, University of Maine Press, published poet, 1990

PROFESSIONAL SERVICE & VOLUNTEER LEADERSHIP

ATD Florida Suncoast Chapter: President (2018-2019), Past President, VP of Programs, VP of Finance, VP of Membership, VP of Operations/Secretary, Consultancy SIG Manager, Webmaster/Wild Apricot Administrator, Registration Manager

ATD National Advisor for Chapters, 2023-2025

Association for Talent Development Chapter Recognition Committee, 2017-2019

ATD CPTD Certification Study Group, Volunteer Facilitator representing ATD Florida Suncoast in partnership with ATD Kansas City, 2025–present

Boca Ciega Yacht Club: progressive board and Flag Officer service including Secretary, Rear Commodore, Vice Commodore, Commodore, Immediate Past Commodore; Directory Editor, Webmaster/Wild Apricot Administrator, Adult Sail School Volunteer Coordinator, and annual event leadership

RECOGNITION

ATD Making the Difference Service Award, 2017-2019

ATD Florida Suncoast Chapter Cornerstone Service Award, 2015-2016

PwC Chairman's Award for Achieving Project Team Excellence, nominee 2008

MetLife Operations & Technology T.E.A.M. Recognition Award for Organizational Efficiency, 2004

Learning & Development Top Performer and Client Services performance awards

MetStar Award for Project Performance; multiple service-recognition awards

New Horizons Instructor of the Month, three times, 1996-1997