

# LORI ROBINSON

Learning & Development Professional

## PROFESSIONAL SUMMARY

Innovative and results-driven Learning & Development Professional with extensive experience in training facilitation, learning management system (LMS) administration, coaching, and performance improvement. Adept at delivering engaging training programs, fostering a culture of continuous learning, and aligning training initiatives with business objectives. Excels in virtual and in-person training delivery, adult learning facilitation, coaching, and strategic program development.

## SKILLS

- Software Training & User Adoption
- LMS Administration & Training Analytics
- Adult Learning & Performance Improvement
- Coaching & Employee Development
- Project Planning
- Scope Management
- Corporate Training & Facilitation
- Virtual & Classroom Training Delivery
- Change Management & Stakeholder Engagement
- Microsoft Office Suite & Training Platforms
- Client Relationship Management
- Project Scheduling

## WORK HISTORY

**SENIOR E-COMMERCE DELIVERY MANAGER** 01/2022 to Current

**FocusPoint**

- Designed and facilitated training programs to enhance customer onboarding and software adoption
- Developed training materials, instructional guides, and e-learning resources to improve user proficiency
- Conducted live and virtual software training sessions for client implementation
- Managed LMS administration and training analytics to assess effectiveness
- Led HR & payroll system training, ensuring seamless adoption and integration of new platforms

**DIRECTOR OF OPERATIONS AND TALENT DEVELOPMENT** 01/2010 to 01/2022

**Mobile DataSoft Inc.**

- Designed and led contractor onboarding and training programs to ensure seamless software adoption
- Developed workforce training materials, best practices, and process documentation
- Conducted coaching and skills assessments to enhance end-user engagement with platforms
- Delivered client-facing training sessions on software solutions and system functionality
- Led workforce planning initiatives, balancing workloads and optimizing resource allocation

**TRAINING SPECIALIST** 01/2008 to 01/2010

**J.D. Irving**

- Led the implementation and training for Oracle LMS, supporting 20,000 employees
- Conducted technical training for enterprise software solutions
- Created training documentation and instructional guides to improve system usability

**TRAINER & LMS ADMINISTRATOR** 01/2002 to 01/2008

**Skillsoft**

- Managed LMS administration and delivered global software training
- Provided technical training and real-time support for system users
- Created e-learning resources and facilitated new hire onboarding sessions

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## **EDUCATION**

**University of Maine At Presque Isle**

**Master of Arts**, Organizational Leadership

**Texas A&M Commerce**

**Bachelor of General Studies**

**CompuCollege School of Business**

**Computer Applications and Networking**

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## **CERTIFICATIONS**

Corporate Trainer Certified, MSI

Certified Learning & Development Professional, GSDC

Certified Instructional Designer, GSDC

Learning & Development Analytics, GSDC

Google Project Management, Coursera

Certified Learning and Development Manager, Vskills

HRCI Human Resource Associate Specialization, Coursera

Certified Customer Success Manager (CCSM) Level 1, Success Coaching

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## **WEBSITES**

- <https://www.linkedin.com/in/lori-ann-robinson/>
- [www.lorirobinsonlearning.com](http://www.lorirobinsonlearning.com)