

DARREN JONES

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STRATEGIC LEARNING AND DEVELOPMENT LEADER

Strategic leader with hands-on experience directing enterprise-wide training initiatives and managing cross-functional project portfolios to deliver high-impact growth enablement learning experiences. **Trusted advisor** whose subject matter expertise is relied upon at all organizational levels to secure buy-in, direct vendor investments, and drive informed decision-making. **Dynamic people manager** known for inspiring and empowering teams to deliver complex deliverables on time and within budget in fast-paced environments.

- ❖ Leverage key performance analytics and gap analysis insights to build scalable learning strategies across complex organizations that align workforce capabilities with business priorities.
- ❖ Preside over full-lifecycle program operations from intake through launch. Proven track record of managing technical bootcamps, compliance training, and leadership initiatives that reach thousands of associates.

KEY SKILLS

Instructional Design | Consulting | Stakeholder Engagement | Data-Driven Analysis | Program/Project Management
Facilitator Management | Technical and Leadership Onboarding | Problem-Solving | Relationship Building

EXPERIENCE

Capital One | McLean, VA

09/2021 – Present

Learning Experience and Strategy Lead

- Directed enterprise-wide launch of People Leader survey spanning 17 lines of business that received 2572 responses equaling ~25% of total executive population. Results informed and shaped overall strategies.
- Guided five business units in navigating team reorganization to clear project backlogs and secure training alignment from business leaders.
- Scaled technical onboarding and security certification programs. Coordinated 18 internal SMEs to train 239 incoming engineers and roll out security training to 200+ Developers.
- Centralized technical documentation into single learning track for Product Managers and designed self-sustaining onboarding system that empowered teams to manage new-hire progress independently.
- Achieved 68% completion rate within first 30 days with implementation of enterprise Figma training for 1,400+ users and linked course conclusion to software access and automated tracking for 1,000+ Software Editors.
- Liaised with Legal, Privacy, and Risk teams on overhaul of research compliance training and enrolled ~700 design and research employees into updated regulatory coursework.
- Modernized internal team hub for Experience Design team by migrating legacy wiki documentation, streamlining daily software access requests, and aligning partners via cross-functional review committee.
- Assembled review framework in collaboration with Governance teams to accelerate course approvals and rolled out vendor tracking system to monitor supplier contracts and annual budget spend.
- Brainstormed with Senior Tech Leads to create Mobile, Data, and Machine Learning training roadmaps and publish central learning inventory to provide enterprise-wide asset availability.

SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM) | Alexandria, VA

11/2020 – 09/2021

Senior Instructional Designer

- Crafted eLearning modules, live virtual seminars, and blended courses using adult learning principles to improve learner retention and job performance.
- Worked closely with internal marketing and commercial teams to define course outlines and learning objectives that drove program pricing and promotional strategies.
- Revised existing curricula for CA Law HR Specialty credential to ensure all training materials for accuracy and compliance with new workplace laws and regulatory changes

ACCC INSURANCE COMPANY | Houston, TX**01/2018 – 11/2020****Project Manager**

- Owned and orchestrated four enterprise training initiatives including Leadership Development, Leadership Prep, Continuing Education Licensing, and Underwriting Onboarding programs.
- Drafted project proposals and promotional communication plans for mid-to-high-level initiatives to establish delivery methods and build awareness across book of business.
- Oversaw project schedules, scope requirements, and weekly status reports for L&D team to track program milestones, target goals, and knowledge transfer.
- Designed and updated course materials for classroom, web-based, and virtual formats and partnered with SMEs to adapt live content for distance learning.
- Audited existing courses to ensure alignment with department standards and recommended technology upgrades and instructional improvements to optimize delivery.

GEICO INSURANCE AGENCY | Virginia Beach, VA**09/2012 – 05/2017****Instructional Designer (11/2016 – 05/2017)**

- Created instructor-led modules, manuals, and e-learning courses on core insurance concepts for 1,200 associates to target and close specific call-handling errors and performance gaps.
- Facilitated classroom and virtual training sessions on operational standards and team development for regional management staff.
- Managed central databases that tracked ongoing L&D projects, curriculum revisions, and regional discrepancies to maintain accurate training records.
- Delivered weekly performance reports to senior leaders that assessed program effectiveness and proposed operational solutions to enhance training outcomes.

Quality Assurance Lead (09/2012 – 11/2016)

- Supervised team of Quality Analysts that executed 75 daily reviews of call center operations and consistently exceeded benchmarks.
- Analyzed call evaluation data to identify root causes of agent errors, delivering performance action plans to regional management that reduced operational inefficiencies.
- Trained analysts and supervisors on quality assurance frameworks to standardize how customer interactions were evaluated across the call center.
- Designed and ran quarterly technical exams for management to maintain leadership proficiency in core insurance policies and resources.

EDUCATION AND CERTIFICATIONS

MASTER OF BUSINESS ADMINISTRATION (MBA) IN HUMAN RESOURCE MANAGEMENT**National University (Formerly Northcentral University) | San Diego, CA | Online****BACHELOR OF ARTS IN COMMUNICATION****SUNY University at Buffalo | Buffalo, NY**[Google AI Professional Certificate](#) | Google | 08/2026[Consulting Skills Certificate](#) | Association for Talent Development (ATD) | 11/2024[Project Management Professional \(PMP\)](#) | Project Management Institute (PMI) | 07/2021