

# William McCullough

Senior Learning and Development Leader  
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## Professional summary

Accomplished Learning and Development Executive with over 20 years of expertise in strategic leadership, instructional design, and business process optimization across diverse industries. Demonstrated success in developing and implementing comprehensive learning strategies, leveraging cutting-edge technologies, and fostering cultures of continuous improvement. Proven track record of driving operational excellence, enhancing quality assurance standards, and leading high-impact training initiatives. Adept at managing large-scale projects, leading cross-functional teams, and achieving significant cost savings and productivity gains. Recognized for innovative problem-solving, strategic vision, and exceptional communication skills, contributing to improved employee retention, satisfaction, and organizational performance.

## Employment history

### Research Square Company | Learning and Development Manager | Remote

*Feb 2023 - Mar 2024*

- Developed training programs, enhancing employee skills and boosting productivity by 18%
- Led a team to design e-learning modules, resulting in a 22% increase in course completion rates
- Implemented feedback systems, improving training satisfaction scores by 15%
- Analyzed training needs, creating targeted programs that reduced knowledge gaps significantly
- Collaborated with department heads to align training with business goals, driving measurable improvements
- Spearheaded a mentorship program, increasing employee retention by 20% and fostering a culture of continuous learning.

### Canopy Financial Services | Chief Learning Officer |

**Remote** *Oct 2021 - Nov 2022*

- Led development of training programs, boosting employee productivity and engagement.
- Implemented new learning initiatives, resulting in measurable improvements in team performance.
- Collaborated with department heads to identify skill gaps and tailored solutions to address them.
- Designed and launched targeted training modules, enhancing team efficiency by 20%.

### Clayton Holdings | Director of Training, Business Process and Quality Control | Tampa, FL

*Mar 2016 - Oct 2021*

- Lead training programs, enhancing team efficiency and achieving measurable results in process quality.
- Design and implement business processes, resulting in significant improvements in operational workflows.
- Develop quality control measures, ensuring compliance and reducing errors across departments.
- Collaborate with cross-functional teams to identify and resolve process inefficiencies.
- Analyze performance metrics to drive continuous improvement and achieve organizational goals.
- Streamline training initiatives, boosting team productivity by 25% and reducing onboarding time by 15%.

### Clayton Holdings | Director of Operations | Tampa, FL

*Mar 2015 - Mar 2016*

- Managed daily operations, enhancing efficiency and reducing costs by 12% through strategic initiatives.
- Led a team of 50, fostering collaboration and achieving a 95% project completion rate on schedule.
- Implemented new processes, resulting in a 22% increase in productivity and improved workflow.
- Developed and monitored budgets, ensuring financial targets were met and exceeded by 8%.

- Resolved operational issues promptly, maintaining high standards and customer satisfaction.
- Optimized resource allocation, achieving a 15% reduction in overhead costs and improving overall efficiency.

### **Clayton Holdings | Senior Quality Assurance Manager | Tampa, FL**

*Jan 2013 - Mar 2015*

- Led QA team to improve software quality, reducing defects by 22%, enhancing client satisfaction.
- Implemented new testing protocols, achieving a 19% increase in test coverage and reliability.
- Collaborated with cross-functional teams to streamline processes, cutting project timelines by 15%.
- Analyzed and resolved critical issues, ensuring product stability and reducing downtime by 12%.
- Conducted thorough quality audits, identifying critical issues and implementing corrective actions to enhance overall product quality.

### **Clayton Holdings | Learning and Development Manager | Tampa, FL**

*Mar 2004 - Jan 2013*

- Developed and implemented training programs, increasing employee productivity by 40%
- Led a team of trainers, fostering a collaborative environment and enhancing team performance
- Analyzed training needs, resulting in targeted programs that improved skill gaps
- Managed training budgets efficiently, achieving cost savings while maintaining quality
- Evaluated training effectiveness, providing data-driven insights for continuous improvement

## **Skills**

**Instructional Design** *(Experienced)*

**Communication Skills** *(Expert)*

**Innovation in Learning** *(Expert)*

**Training Program Development** *(Expert)*

**Team Leadership** *(Expert)*

**Quality Assurance** *(Experienced)*

**Operational Strategy** *(Experienced)*

**Cross-Functional Leadership** *(Expert)*

**Compliance and Risk Management** *(Skillful)*

**Learning Management Systems (LMS)** *(Experienced)*

**Strategic Leadership** *(Expert)*

**Change Management** *(Expert)*

**Performance Analysis** *(Expert)*

**Process Optimization** *(Expert)*

**Data Analysis** *(Expert)*

**Project Management** *(Experienced)*

**Quality Management** *(Experienced)*

**Continuous Improvement** *(Expert)*

## **Education**

**Southern New Hampshire University, Manchester | Bachelor's Degree, Business Administration**

*Jun 2020 - Nov 2021*

GPA: 3.8, Magna Cum Laude

## **Additional Skills**

### **Technical**

Advanced Excel/Power Query, Power BI, Moodle LMS, Cornerstone on Demand, LMS365, Mindflash LMS, Articulate Storyline, Adobe Captivate, Active Presenter, Easygenerator, Articulate Rise, Camtasia, Snagit, Adobe Creative Cloud, PHP, JavaScript, jQuery, MySQL, SQL, HTML, CSS, Paylocity, SharePoint, Webex, Microsoft Teams, Google Meet, Slack, ClickUp, Monday.com, Smartsheet, Lucidchart, Visio, High proficiency in Office 365 and G Suite