

ALICJA LISNOW

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TRAINING – TECHNOLOGY - MANAGEMENT

Training and technology Director with diverse experience working with Business Development and Client Service teams, optimizing workforce performance by mentoring, building and executing strategic, web based and blended training programs, and new hire on-boarding. Resourceful, efficient, bilingual and detail-oriented problem solver with superior organizational, analytical, and technology expertise, effective at delivering solutions to complex problems.

- New Program Development
- Large Project Management
- Learning Management Systems (LMS)
- Training and Development
- Process Standardization
- Salesforce.com CRM
- Client Account Management
- Planning and Systematizing
- Technology Implementations

SELECTED ACCOMPLISHMENTS

- Superior leadership skills with ability to foster teamwork and motivation. Managed teams from 2 – 20.
- Spearheaded a 25 member team to configure, customize and deploy Salesforce.com in US and Canada.
- Secured a first time \$60K NJ Customized Training Grant for professional and technical skills training.
- Strong organizational, problem solving and planning skills in managing multiple projects.
- Technology savvy: hardware, software, applications, LMS, web development, MS Office.

PROFESSIONAL EXPERIENCE

[IncentOne](#) - Lyndhurst, NJ

2006 – 2008

Director Corporate Training and Client Services

- Increased workforce engagement and effectiveness by dynamic leadership, design, development and multi-media deployment of blended and web based training programs.
- Secured a \$60K first time NJ Customized Training Grant for professional and technical skills training.
- Optimized large client web based solution deployment by partnering across organization, implementing best practices, training and streamlining business process.
- Developed Client Service organization of 20, increasing client relationships, product delivery and revenue.

[ADP \(Automatic Data Processing\)](#) - Parsippany, NJ

1979 – 2005

Director Training and Business Applications

- Increased revenue, optimized staff performance and retention by training and developing New Hire On-Boarding programs, reducing new hire on-boarding time from 180 to 60 days.
- Spearheaded a 25 member team to configure, customize and deploy Salesforce.com in US and Canada. Responsible for requirements, vendor selection, consultant management, roll out, training and materials.
- Enhanced sales performance and retention by design, development and deployment of technical, professional, product and management training programs.

Director Sales Operations

- Accelerated sales cycle and implementation time by introducing new standards, automation policies and deployment of custom configured multi model laptop hardware platforms and business applications.
- Increased services to clients by 100% by launching first time Support Help Desk with immediate to 24 hour response, resolution and hardware swap program.
- Improved workforce performance by design and deployment of division wide training, development, business tools, performance standards, applications and policies for Sales and Service teams.
- Built consensus across organizational boundaries and technical disciplines, enhanced organizational brand and image by aligning business process, technology, and strategy to business requirements.
- Provided leadership to a project team (20) for implementation of Oracle CRM and Oracle Reporting.

Director Sales and Support Standards

- Accelerated solution rollout cycle by designing and implementing national field automation standards and simplifying processes for field technical Sales and Support teams.
- Standardized division wide policies by developing and publishing first time Automation Policies Guide.
- Organized, developed and trained “Train the Trainer” teams, and established certification programs.

Director of Client Services Operations

- Developed and directed cross-organizational on-call resource teams for catastrophes and projects.
- Led process improvement, and resource sharing programs for 4 national Client Service teams by collaborating and strategizing with functional teams to implement nationwide service standards, process improvement, change management and policies for the US and Canada field organization.
- Designed and delivered Workshop Programs for Allstate Insurance, increasing revenue and 5 year contract renewal.

Director Atlantic Service Center

- Increased field productivity goals by 25%, resulting in increased quality, revenue, brand recognition, service levels, and usage of ADP products.
- Managed successful training and deployment of customized claim solutions to top tier Property & Casualty Insurance carriers (1500+ trained) with a Field Support Team of 10.
- Increased revenues by implementing extremely successful program for Salvage Parts Management.

Prior Experience

Held positions of increasing responsibility including: Regional Client Services Manager, Technical Consultant, Senior Account Representative, Technical Advisor and Training Specialist.

EDUCATION, CERTIFICATIONS, PROFESSIONAL ORGANIZATIONS

Master of Science - Educational Technology, Ramapo College of NJ, Mahwah, NJ

Master of Arts - International Studies, Fairleigh Dickinson University, Teaneck, NJ

Bachelor of Arts- International Studies, Fairleigh Dickinson University, Teaneck, NJ

White Belt – Lean Six Sigma

[Northern NJ American Society for Training and Development](#) (ASTD)

Chairperson for Career Transition NNJ ASTD

TECHNICAL, COMPUTER SKILLS, INDUSTRIES

- Microsoft Office expert
- MS Front Page, Dreamweaver, Swish, GEO Learning LMS
- Laptop, desktop hardware and software procurement and deployment
- ACT, Salesforce.com deployment, Oracle: Reports, I-Receivables, Discoverer, CRM
- Information Technology, P&C Insurance, Reward Recognition and Loyalty industries