

Mike Cole

Info

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Skills

Agile Methodology



Project Management



LeanKit



Adobe Creative Cloud



MS Office 365



Learning Management Systems



Facilitation



Content Development



Articulate 360 Suite



HTML5



Links

[LinkedIn](#)

Profile

A forward-thinking and technically oriented manager with diverse experience in all aspects of project management, instructional design, new hire orientation, e-Learning, technical training, needs assessment, retail operations management, web design, photography and video production. Combines innovative problem solving and solid creative background to design and deliver effective training solutions to millions of associates company-wide. Proven ability to lead focused and productive teams that deliver timely and cost-effective results. Easily adapts to rapidly changing corporate climates, finding the best available methods and technologies to meet company needs.

Employment History

Learning and Development Specialist, Walton Enterprises, LLC

Aug 2019 – Present  Bentonville, AR


- Working with vendors to negotiate contracts for eLearning development.
- Developing multi-media eLearning in-house and deployed to multiple offices across the organization.
- Leading cross-functional teams to map learning strategies and process maps for multiple initiatives.
- Acting as a trusted advisor to the Walton family and representatives
- Consulting with family representatives to develop strategies around goal-setting and project management for associates directly employed by family members.
- Developing and leading goal-setting and feedback sessions for the organization.
- Implementing and leading agile workflows for the People Team.
- Developing a concept for an internal podcast for the family office.

Senior Project Manager, Walmart

Jun 2018 – Present  Bentonville

- Manage complex projects with high visibility and tight timelines
- Consult with Operations partners to determine timelines for delivery
- Manage a team of 15 vendor partners to deliver content to the business
- Present project status reports at daily meetings
- Use Agile methodology to manage project flow and delivery


Senior Manager - eMedia Design, Walmart

Jan 2017 – Jun 2018  Bentonville

- Built a team of skilled media producers and designers to allow the company to minimize external spend.
- Provide leadership support in front of and behind the camera for video and photo productions.
- Lean in when needed to meet tight timelines
- Meet regularly with the team to build trust and determine direction for goals and individual development plans
- Deliver associate annual evaluations


- Consult with senior leaders on projects and initiatives

Senior Manager - Rapid Response Team, Walmart

Sep 2015 – Jan 2017  Bentonville


- Hand-selected the team members to respond to projects that were out of scope for the overall team.
- Consulted with product owners to determine solutions for learning needs.
- Delivered associate annual evaluations
- Worked with cross-functional teams to deliver results for Talent Development

Instructional Designer II, Walmart

Sep 2011 – Sep 2015  Bentonville

- Maintaining vendor relationships, coordinating on-site video production, and scriptwriting for the Centralized Hiring/Training Initiative
- Designing and developing national launch programs like the “My Training Plan Blueprint” components and messaging.
- Working closely with Directors of Innovation to design, develop, and implement learning strategy for the Model of Operational Excellence.
- Serving as consultant on special projects. Working with SVPs, Sr. Managers and Directors across multiple divisions.
- Providing solid input and direction to the Innovations team concerning new initiatives for Walmart stores.
- Performing field work to help ensure the programs being launched are right for our associates.

National Training Manager (Walmart US), Akzo Nobel, INC

Apr 2010 – Sep 2011  Bentonville

- Crafted the strategy and plan for the training division and implemented the plan across the organization.
- Hired and supervised a team of corporate trainers. Traveled across the US to onboard trainers and oversee training sessions for Walmart associates.
- Managed the hiring process for 200 third-party field associates. Provided support and training to assimilate the in-store associates into the Walmart culture
- Designed and implemented a mobile learning program with Verizon using tablets to deploy eLearning to third-party store support associates and to the internal organization.
- Worked closely with Walmart buyers and merchandisers to align with their department strategy and to ensure training was provided where needed.

Instructional Design Consultant, Training Pros, INC

Feb 2010 – Apr 2010  Bentonville

- Thought-partner to Walmart Innovations team to help develop training strategy and components for 1-touch. Tested new methods of delivering content to associates.
- Designed and developed content for Aisle Location and assisted in the piloting for this program.
- Traveled to stores to help benchmark pilot progress.

Developer/Designer, Walmart

Sep 2006 – Feb 2006  Bentonville

- Explored innovative training options by experimenting with delivery methods using existing company technology. Placed streaming video on company Intranet, allowing delivery of information to stores in matter of hours, as opposed to five to six weeks for normal delivery process.
- Pioneered use of company Intranet to deliver Flash-based eLearning, increasing associate efficiency.
- Led team to introduce DVR technology to stores; project saved DVD production and shipping costs, thousands of man-hours for personnel associates and eliminated maintenance of large video libraries.
- Managed mobile learning initiative for New York apparel associates; use of mobile platform allowed more efficient use of associate and company time. Worked closely with Chalk Mobile and SVI to implement mobile learning pilot, launching to 200 Blackberry smart phones in April 2010 and throughout company upon successful completion.
- Headed team of innovators to assist in incorporating mobile learning into new learning management system (LMS). Investigated possible uses for mobile learning and how to deliver learning to associates in stores. Managed training plan for developers. Developed and facilitated series of lunch and learn sessions to teach developers Adobe Captivate. Set up and conducted Adobe Connect webinars to teach field associates Captivate techniques.
- Served as audio and video talent for several eLearning modules for Walmart and Sam's Club.

Training Specialist, Walmart

Aug 2003 – Sep 2006  Bentonville

- Developed process for creating "branching" eLearning using current in-house LMS, critical since many stores had different equipment and same eLearning did not apply to all stores.
- Used knowledge of Photoshop and digital imaging to rewrite technical manuals used by Walmart Photo Division to incorporate line art diagrams of processes and procedures.
- Earned Specialty Group Training, Team Builder of the Year award.
- Hosted "Digital Knowledge" Walmart TV broadcast series in 2002.

Training Coordinator, Walmart

Feb 2000 – Sep 2003  Bentonville

- Played integral part in transitioning Walmart Photo Training Center from analog processing equipment to digital processing.
- Taught Photo Center managers in a photo training center that consisted of six classrooms, each with a complete lab equipment set up.
- Performed field research, compiled data, and wrote three versions of technical manuals used by Photo Center managers in daily tasks.


Additional Experience

District Manager, Walmart

Feb 1999 – Feb 2000  Baton Rouge, LA


Managed 20 labs, 20 Photo Center managers, and 160 hourly associates across Louisiana, including New Orleans and Baton Rouge metro markets. Submitted quarterly budgets for district. Coached and mentored all associates. Administered disciplinary actions to associates. Wrote and administered mid-year and annual evaluations for all management associates in district. Restructured management within district to get right associates in right positions. Worked with department managers in other areas of stores to transfer associates for whom Photo Center was not correct fit. Increased morale within district.

District Manager, Walmart

Feb 1997 – Feb 1999  Elizabethtown, KY

Supervised 22 labs and Photo Center managers and 150 hourly associates across Kentucky and Indiana, including the Louisville, Kentucky metro market. Submitted quarterly budgets for district and facilitated budgeting process for all stores. Provided coaching, mentoring, and disciplinary actions to associates. Wrote and administered mid-year and annual evaluations for all management associates in district. Brought district from bottom 20% to top 5% in regional sales.

Photo Center Manager, Walmart Store #916

Jan 1995 – Feb 1997  Hattiesburg, MS

Opened and closed Photo Center daily. Worked with store management to increase sales for overall store. Performed routine maintenance on equipment. Repaired and serviced equipment. Scheduled associates to meet customer needs. Ordered consumable supplies. Submitted monthly sales budget. Performed associate annual evaluations and administered coaching and disciplinary actions. Increased sales and profit, becoming one of top sales labs in district. Built customer base to include more small businesses and city departments. Improved relationships with store management.

Professional Development

PMP Certification

2010  NWACC

Human Resources and Law (IAML)

2007

Dale Carnegie Course

2000

Walton Institute

1999

SHRM Member

ATD Member

References

References available upon request