

# EMBERLEIGH ORACION

## Learning & Development Manager



### Profile Summary

L&D professional with over a decade of experience building and scaling training programs across healthcare, finance, and technology. I have led global initiatives that improved team QA scores from 93% to 97.5%, cut early attrition by more than half, and consistently produced 30%+ knowledge gains. I manage cross-functional stakeholder relationships, build measurement infrastructure in Power BI, and design programs that hold up at scale.

### Work Experience

#### Learning & Development Manager

July 2022 - Present

Quadient | Remote

- Manage the full training function for a global CX organization, owning strategy, content, delivery, and measurement across multiple product lines and international teams (UK, Switzerland, Mexico, France).
- Launched a new hire onboarding curriculum training 75+ agents. New hires hit tenured QA levels within 90 days (91.6% → 93.6% → 95.6%). Satisfaction 4.8/5, retention up from 25% to 67%.
- Reduced QA score variance from 11.3 to 6.5 through targeted uptraining, refresher programs, and ongoing performance support, standardizing quality across the department.
- Architected a SharePoint training hub (330+ resources): 7,900+ visits in 90 days, 155 avg return visits/user. Built independently in six weeks.
- Built Power BI dashboards over 11,000+ QA evaluations, informing training strategy and quarterly priorities. Team QA improved from 93.1% to 97.5%.

#### Instructional Design Consultant

2025 - Present

Independent | Remote

- Provide strategic consulting and freelance ID services through focused, project-based engagements outside of my primary role, partnering with nonprofit and corporate clients.
- Built a Needs Analysis AI diagnostic tool that conducts stakeholder interviews, scores against six ID frameworks, and generates exportable PDF reports.

#### Earlier Training & Learning Roles

2013 - 2021

Invesco · Acclara Solutions · Aetna · UnitedHealth Group

- Progressed through training delivery, coordination, and team leadership roles supporting onboarding, performance improvement, and coaching initiatives across healthcare, finance, and customer operations.

### Education

- **Master of Business Administration (MBA), Texas Woman's University**
- **Bachelor of Science, Business Management, Western Governors University**
- **Associate Professional in Talent Development (APTD), ATD Certification Institute**
- **Certified Professional in Training & Performance, IDOL Academy**
- **Project Management Professional (PMP), In Progress**