

Hannah P. Berc
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PURPOSE

Leverage my expertise in instructional design and process improvement to shape the future capabilities of team members in an organization.

AREAS OF EXPERTISE

- Instructional Design
- Training and Development
- Systems Analysis
- Performance Coaching
- Adobe Captivate
- Microsoft Visio
- Microsoft Office
- Data Analysis

EDUCATION

Master of Arts, May 2016
Industrial/Organizational Behavior Management
Western Michigan University

Bachelor of General Studies, May 2014
Psychology, Applied Behavioral Science
University of Kansas

PROFESSIONAL EXPERIENCE

Human Resource Coordinator

Supervisor: Chris Dilley--People's Food Co-op of Kalamazoo November 2014-April 2016

- Created a training team of interdepartmental staff which doubled the amount of trainings that occurred in 2015, reducing gaps in performance and increasing staffs ability to support the store needs
- Analyzed and improved the staff evaluation program that clarified expectations, increased frequency of evaluations, and tied evaluations more clearly to performance based pay.
- Supported six department managers with biweekly coaching meetings about performance improvement and holding their staff accountable

Team Lead for Training Development

Supervisor: Dr. Heather McGee --A client of Western Michigan University September 2015-April 2016

- Developed a comprehensive customer service training package using the ADDIE model
- Implemented training expecting to increase stability and consistency of customer service by 20% across 6 employees.

General Psychology Graduate Coordinator

Supervisor: Dr. Douglas Johnson--Western Michigan University September 2015-April 2016

- Supervised and delivered feedback to 20 coordinating and teaching assistants for five sections of General Psychology
- Accurately maintained a record of coordinating and teaching assistants' performance on assignments, office conduct, and attendance

Behavioral Consulting Intern

Supervisor: Dr. Florence DiGennaro Reed--Edna A. Hill Child Development Center May 2012-May 2014

- Conducted a needs assessment of staff performance problems
- Increased staff performance on average from 62% to 94% through the creation of a video based training and feedback system to address staff performance problems