

Marc Ankerman

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Skills and Competencies:

Expertise in the areas of instructional design, organizational development, organizational change and quality improvement processes. Extensive experience in retail and corporate training, presentation, communication and facilitation skills, statistical analysis, planning and sales management development, product evaluation, computer assisted / managed instruction and the creation of individualized instructional modules. Various multimedia, Internet, e-learning and personal computer system experience.

Employment:

President, Chief Learning Officer

Ankerman Training Solutions (ATS) Columbus, OH

2002 - Currently

- Own and operate a Columbus based, human resource, training and development company, Ankerman Training Solutions, which specializes in designing customized training solutions for a variety of clients. Specializing in employee engagement, coaching, employee retention, reducing employee turnover, and creating customized leadership solutions in business settings.
- Manage and maintain an outsourced team of professional staff and all other aspects of the business enterprise.

Senior Lecturer, Fisher College of Business

THE Ohio State University, Columbus, OH

2002 - Currently

- Awarded the Outstanding Elective Faculty WP MBA Class of 2017 from THE Ohio State University, Max M. Fisher College of Business
- Awarded the Provost Award for Distinguished Teaching by a Lecturer 2013. Selected as a member of the Academy of Teaching OSU.
- Designed, developed and implemented core- courses for the Full Time, Executive MBA and Working Professional MBA program on Professional Business Presentational and Communication Skills.
- Assist in a variety of Faculty positions to assist MBA students in team building and MBA case team activities. Serve as Faculty Advisor and Coach to Case Competition Teams and work with the International Student Association assimilating new Fisher students.
- Teach additional courses as full time faculty in the MLHR, MBLE, Operations, and Executive Educational programs at Fisher College of Business.

Director of HR Learning and Development

Express (a division of Limited Inc.) Columbus, OH

1998 - 2002

- Manage and direct all aspects of training and design methodologies / train the trainer, needs assessment, facilitation training, program and course implementation within the corporate, and retail field environment.

- Designed, developed, and implemented on-boarding and orientation programs for World Headquarters and field associates.
- Implemented a curriculum of skills development methodologies and programs for implementation in the field organization and World Headquarters facilities.
- Assisted senior leadership in MPR (merchandise process redesign) programs and implementations via skills based developed sessions (line planning, retail math, leadership seminars).
- Responsible for the overall support, budget, and management of the training, associate communications and learning and development staff.

Director of Associate Training and Development

Williams-Sonoma, Inc. San Francisco, CA

1996 - 1998

- Managed and directed all aspects of curriculum design methodologies, selling skills, facilitation training, program and course implementation within the corporate, catalog operations, and retail field environment (Williams-Sonoma, Pottery Barn, Hold Everything stores).
- Designed and managed the requirements for the planning and analysis of new courses via out-sourcing and internal development / consulting methodologies.
- Implemented a skills development process and system for use with over 1000 employees at the distribution center for all retail and catalog concepts.
- Led the implementation and creation of a variety of technical and soft skill, field sales management, and development based learning tools.
- Responsible for the overall support, budget, and management of the training, corporate communications and development staff.

Manager of Training and Quality Systems

Galileo International (Covia Technologies) Rosemont, IL

1989 - 1996

- Created a curriculum of human resource / organizational development styled modules and methodologies for use by training developers, facilitators and designers. Designed, developed and implemented a “seven step” quality improvement process for use throughout the corporation.
- Serve as an internal consultant designing needs assessment, planning, analysis, behavioral objective course development, sales / management training, pre/post testing and certification processes.
- Designed and implemented the P.A.D.D.I.E. (internally developed instructional design methodology) for use by facilitators and workshop leaders.
- Responsible for the overall support, budget, and management of the quality and training improvement staff.

Assistant Vice President, Director of Corporate Training

Independence One Mortgage Corp. Southfield, MI 1987 - 1989

- Directed staff of trainers in technical and non-technical instructional material creation, implementation, presentation and effectiveness evaluation.
- Taught organizational development courses, sales management and sales development sessions throughout a multi-branch network.

- Managed, planned, directed, budgeted, evaluated and implemented all phases of training for the corporation while serving as the consultant to senior management.

Senior Project Coordinator / Consultant

Creative I.D.E.A.S. Inc., Southfield, MI

1985 - 1987.

- Designed, implemented and evaluated instructional materials and oversaw client interaction in a variety of corporate settings.
- Coordinated the preparation and stand-up presentation of training seminars, including CAI, instructional materials, systems analysis, and evaluation. Managed a staff of trainers in various corporate / client settings.

Instructional Design Consultant / Instructor

Regional Educational Media Center, Indian River, MI 1984

- Designed, developed, and implemented a model to determine the cable and instructional needs for the tri-county area. Delivered in-service workshops with video presentations for administrative employees.

St. Joseph Mercy Hospital, Pontiac, MI 1983

- Created and produced a series of courses for the Elderly Patient Care program.

Wayne State University, Detroit, MI 1982 - 1986

- Designed, developed, implemented and published an individualized instructional module on L.O.G.O.S. flowcharting for use in a graduate level instructional design course.

- Education:** Ph.D. (A.B.D.) Instructional Technology, Wayne State University, Detroit, Michigan
M.A. Education (Instructional Technology), Wayne State University, Detroit, Michigan, December 1983
B.A. Mass Communications, Wayne State University, Detroit, Michigan, December 1980.
- Certifications:** Achieve Global Customer Service / Selling Modules (Master certification), Philip Crosby Quality Education Systems, DDI Interaction Management, Service Plus Programs, PDI Interviewing for Success, Blessing and White's Managing Personal Growth, Peter Block's Empowered Manager Series, Meyers Briggs (MBTI), Juran's Quality and Business Process Re-engineering Management, Kaset's Customer and Staff Relations training
- Organizations:** OSU Academy of Teaching 2013 Executive Advisory Board, UC Berkeley HR Training Program, Goal QPC, American Society for Quality Control (ASQC), American Society for Training and Development (ASTD), Association for Education and Communications Technology (AECT), International Society for Performance and Instruction (ISPI) Training Director Forum: Invited speaker at National Conference 1996-2005
- Publications:** EPI Enhancing Professional Interchange Edition 1, 2, and 3 by Marc Ankerman *Wiley and Associates* 2004, 2006, 2008, 2009, 2011
API Advanced Professional Interchange Edition 1 by Marc Ankerman *Wiley and Associates* 2004, 2008, 2011
- References:** Available on request