

Giovanna Furino

Victoria, BC V2O 2G2 • giofurino999@outlook.com • 236-555-4536

LEARNING AND DEVELOPMENT SPECIALIST

Summary of Qualifications

- Certified Project Manager and Master of Education (Adult Ed.) graduate and Bachelor of Engineering
- 10+ years of corporate learning and development experience in the technology and industrial sector
- 16 years of international and Canadian work experience
- Development and implementation of global competency-based training and certification programs
- Design and deployment of instructor-led, web-based, and blended learning programs
- Intrinsically motivated, versatile, persistent, and excellent eye for detail
- Known for strong leadership, presentation, interpersonal and oral/written communication skills

Education

| | |
|---|-------------|
| Master of Education – Adult Education <i>Yorkville University, Fredericton, New Brunswick</i> | 2023 |
| Certificate – Teachers and Trainers of Adults <i>Douglas College, Vancouver, British Columbia</i> | 2020 |
| Bachelor of Engineering – Mechanical <i>University of Toronto, Ontario</i> | 2006 |

Professional Work Experience

| | |
|--|---------------------------|
| Training Program Manager <i>MistyWest, Vancouver, British Columbia</i> | Oct. 2021 –Present |
|--|---------------------------|

- Developed and led the overall training strategy for the global O&M (Operations and Maintenance) service business, including setup of processes and tools.
- Author of the O&M Training Playbook detailing the O&M curriculum and qualification requirements for 1000 employees dispersed globally on power plants.
- Led development projects with subject-matter experts and training vendors to design new web-based and instructor-led courses in both English and French. Gold medal winner of 2019 Brandon Hall award, “Best Use of Blended Learning”.
- Defined and built the Customer Course Catalog for O&M courses offered to external customers.
- Worked with sales teams to define and sell customized training solutions to external customers.
- Evaluated, administered, and configured various Learning Management Systems (LMS).
- Captured needs and feedback from management teams and regions to continuously improve and ensure training demands and business goals were met.
- Developed solutions for tracking training delivery and completion status.

Training & Knowledge Mobilization Manager**Feb. 2015 – Sept. 2021***Silicon Valley Mechanical, San Jose, California*

- Developed and managed induction and specialist training. Defined the curriculums and prepared the training schedules for power plant teams onboarded during the mobilization phase of O&M service contracts.
- Project Manager for Priority Project: Design and implementation of a Development and Certification Program for O&M Key Staff. Created a skills matrix to conduct gap assessments of power plant personnel. Developed and implemented assessments.
- Managed the overall technical mobilizations of new O&M service contracts. Prepared and controlled the mobilization schedules, drove completion of open items, led progress meetings, planned and tracked resources, and implemented the Quality Management System.

Technical Trainer and Project Engineer**Feb. 2010 – Jan. 2015***Quadrant Engineering Limited, Ottawa, Ontario*

- Spearheaded the training program to train all plant operators by developing lesson plans, training materials and assessments as well as delivered classroom and on-site training.
- Led the design and implementation of numerous plant equipment and systems supporting the construction of a demonstration plant to convert waste to energy.
- Developed training material for auxiliary operators on the operation of a wastewater treatment plant.

Consulting Engineer**May 2006 – Jan. 2010***Siemens, Toronto, Ontario*

- Prepared engineering service proposals, conducted preliminary engineering studies and executed plant upgrade projects for clients in the metallurgical and food industries.

Volunteer Work**Outreach Volunteer, *Let's Talk Science*, Vancouver, British Columbia****Nov. 2004 – Dec. 2006****Certifications & Associations****Project Management Professional, *York University*, Online****2015****Full Member, *Toastmasters International*, Colorado, USA****2009****Professional Development****Articulate Storyline 360, *Udemy*, Online****2017****Leading with Executive Presence, *University of British Columbia*, Vancouver****2011**