



City of Rochester Hills

CANDIDATE QUESTIONNAIRE

NAME Christina Calderwood COUNCIL DISTRICT 3

DATE 1/25/2017 ROCHESTER HILLS RESIDENT FOR 12 YEARS

OCCUPATION Instructional Systems Designer

INTERESTS/REASONS/QUALIFICATIONS

Love living in Rochester Hills and want to give back to this great community! I have held various volunteer leadership positions. I love helping and making positive contributions

BOARDS/COMMISSIONS/COMMITTEES ON WHICH YOU HAVE SERVED (LIST MUNICIPALITIES AND DATES)

ELECTIVE OFFICES THAT YOU HAVE HELD

OTHER ORGANIZATIONS

Current VP of Fine Arts for Roper Parent Council; Past VP of Recognition for International Society for Performance Improvement; Community Service Chair for Raytheon Employee Activity Committee; Past Member of GM IPC Charity Committee

PERTINENT EDUCATION

B.S. in Secondary Education - majoring in English & History
M.Ed. in Instructional Technology

HOBBIES/INTERESTS

Reading, traveling, kayaking, hiking & keeping up with all of my kids (ages 14 & 10) activities

ADDITIONAL INFORMATION

CHRISTINA CALDERWOOD

SUMMARY

Experienced training professional with over 20 years of experience in all domains of Instructional Systems Design. Creative and quick to analyze and synthesize information in order to create cost-savings learning solutions and present those ideas up, down, and throughout client or internal organizations. Serving my customer, internal or external, is my driving force.

COMPUTER SKILLS / SPECIAL TRAINING

Computer Skills

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- MS SharePoint
- MS Publisher
- Intuit Quickbase
- MS Access
- MS Project
- MS Visio
- Oracle Service Cloud
- Captivate
- Articulate Studio
- Lectora
- Google Applications
- Various LMS

Special Training

- Global English – General Motor University
- Six Sigma – Raytheon Professional Services
- Training Evaluation – American Society for Training & Development
- Win-Win Negotiations – Baker Communications

EXPERIENCE

2005 - 2016

Training Specialist – Training Vendor Management, *GP Strategies Corporation*

- Conducted needs analysis to identify training requirements for clients that resulted in on-target and in-budget training recommendations
- Improved client's learning organization's reputation by researching, identifying, and presenting training solutions to client business leaders
- Managed training vendor relationships, acquisition of new vendors, negotiated pricing, services, and contract terms, and tracked vendor performance
- Negotiated over \$2.5 million dollars in savings from training vendors
- Worked with client to identify training courses and vendors to support an executive level leadership program, an engineering leadership program, a new hire leadership program, and a capture manager program streamlining the process and ensuring smooth execution
- Shortened the training purchasing cycle time for clients by creating Requests for Proposals (RFP's) for large programs and managing the RFP process
- Achieved 100% adherence to Service Level Agreement
- Directed activities and served as a team lead to Vendor Management Finance Specialist and Vendor Management Administrator
- Streamlined vendor management process and realized productivity gains by collaborating with developers on the design and development of a vendor database and ticketing tool, allowing for company-wide access to vendor information
- Improved knowledge transfer and sped up vendor management process by creating and documenting vendor management and client-specific policies and procedures
- Designed, developed, and delivered well-received email, grammar, and phone training to GP employees

- 2002 - 2004** **Research Assistant, *Michigan Public Health Institute***
- Designed and developed a job aid for new research assistants working for the Center for Tobacco Use Prevention and Research which reduced onboarding time and cost
 - Wrote over 150 abstracts of trial and deposition transcripts of tobacco litigation
 - Indexed over 150 trial and deposition transcripts for inclusion in the Tobacco Documents on-line database used by legal and public health researchers
 - Edited grant proposals to the American Legacy Foundation and the National Cancer Institute

- 1998 - 2002** **Team Leader II, *Raytheon Professional Services***
- Held the position of General Motors (GM) Launch Training Manager for the North American International Product Center (NA IPC)
 - Served as the single point of contact for overseas regions for all North American vehicle sales and aftersales training allowing for streamlined communications from the regions and improving their satisfaction with North American training services
 - Improved inter-regional relationships and knowledge-sharing by instituting regular communications
 - Reported on 452 successful training-ready launches to the NA IPC Launch Readiness Workgroup allowing North American vehicles to be released on time in other regions
 - Increased the satisfaction of overseas regional training centers by developing and managing delivery of 11 successful international train-the-trainer events while substantially reducing costs of the events
 - Developed the curriculum for and gave personal support to the Universal Motors Israel Education Advancement Program participants increasing the program's visibility and satisfaction of the participants
 - Supervised the daily work activities of three direct reports
 - Sold and managed eight incremental training contracts resulting in over \$110,000 in new business
 - Served as the subject matter expert for Raytheon Six Sigma team designing the instructor-based training process
 - Developed instructor-led training courses for General Motors University Quality College and Engineering College

- 1994 - 1998** **Manager of Service and Selling Training, *Saks Fifth Avenue***
- Trained, mentored, and monitored the success of 13 selling department managers and over 200 employees on customer service and selling skills and all corporate initiatives achieving the highest sales to personal clients (a key customer service metric) in the company
 - Trained all new employees in a 5-day new hire training class
 - Trained over 200 employees on new systems and managed the change management process for new clientele software system
 - Collaborated with corporate representatives to design new training programs and performance monitoring initiatives
 - Traveled to new stores to train sales and management staff improving consistency between stores

EDUCATION

- 1999 - 2001** M.Ed. in Instructional Technology, *Wayne State University*
- 1990 - 1994** B.S. in Education, Secondary Emphasis, English and History *Central Michigan University*