Debora Gallo

Key Strengths and Core Competencies

- **Senior Learning and Development Specialist** with successful track record in training, training development, curriculum design and e-learning for large global companies effecting 5,000+ employees in multiple locations.

- Known for moving ideas to reality and for the ability to transform ideas into action. Passionate about adult education, unmatched customer service, e-learning and stellar communication.

- Recognized as a risk taker with innovative ideas used to transform business processes. Career includes product design, presentation skills, needs assessment, adult learning theory, building global B to B relationships in Europe, Latin America and the U.S., e-learning design skills, LMS hosting and tracking, presentation at industry conferences and panels.

Innovative facilitation	Conflict resolution	Program design
Curriculum design	Problem solving	Web based education
e-learning architecture	Creative training techniques	Technical writing
Learning management systems	Instructional design	Meeting facilitation
Customer relationship management	Product implementations	Process improvement

Employment History

ING Australia

Current

ING Australia Limited is one of Australia's leading fund managers, life insurers and superannuation providers.

Senior Learning and Development Specialist

- Development and implementation of ING's e-learning strategy. Increased usage of ING LMS, introduced rapid authoring tools and new technologies to L&D team, project managed rapid e-learning projects for various business units.
- Management and support of ING's LMS system. Implementation of SLA's and helpdesk system for support. Streamlined support process. Increased completion rate of e-learning compliance courses from 60% to 95% through improved and streamlined reporting.
- Contextualization of 3rd party e-learning content through introduction of ING Virtual Library and launch of ING e-Certificates. Alignment of e-Certificates to ING's global competency framework.
- Manage relationship with external e-learning vendors.
- Provide instructional design advice on ING e-learning projects to internal ING customers.
- Internal blended learning and development consulting. Project managed ING's first interstate training Road show – design, development and delivery of suite soft skill courses delivered to sales staff in all state offices.
- Managed ING's Employee Development Portfolio – design and delivery of High Performance Learning programs for all ING employees.

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Computershare Ltd

2004 – 2007

Computershare is the world's largest share registry, and a leading provider of financial market services and technology to the global securities industry

e-learning Specialist

- Developed and implemented Computershare's Oceania e-learning Strategy - Focus on improved internal development of compliance e-learning courses and integration of current training to a blended mode.
- Designed and built Computershare's e-learning portal and support structures. Designed SharePoint website, built site and all collateral materials.
- Designed and developed e-learning modules for compliance training.
- Assisted in the quality assurance and testing of e-learning modules developed by US Computershare team.

Corporate Trainer

- Defined National T&D Instructional Design Guidelines, to be used in future development projects by all team members. Provided advice in regards to learning theories, methodologies, standards and templates appropriate to the Computershare environment.
- Developed the Computershare Technology Services Induction Framework. Involved extensive consultation with managers and subject matter experts in order to design an Induction package consisting of recommendation reports, strategic framework, SME delivery recommendations and inductee support materials.
- Assisted with the Computershare Plan Managers skills matrix project. Involved mapping competencies to job roles and designing a development pathway for all staff within the department to facilitate up-skilling and promote progression within the department.
- Re-designed the MBTI Leadership Development roll out in Sydney - Involved instructional re-design of MBTI (Myers Briggs Type Indicator) Leadership training package in line with business objectives, promotion of program throughout the business, design of intranet site, delivery of program to manager and senior managers within the business and evaluation of program.
- Lead the Investor Services Project Management Methodology implementation. Involved training needs analysis, consultation with key stakeholders and subject matter experts, scope and translation of technical documentation into training materials, design of training solution, delivery of training on a national scale and evaluation of success of project

Intrahealth Systems

2004

Intrahealth is a global healthcare software company offering leading edge solutions for health professionals

Training Consultant

- Project Manager for healthcare software implementations at metropolitan hospitals. Involved consultation with stakeholders (health professionals, admin staff, and external IT contactors) coordination and execution of software rollout, design of training solution, delivery of training program and post implementation technical support.
- Project Manager for NSW Medical Association training programs – Involved coordination of sponsors, management of schedule, design and delivery of training program on a monthly basis to NSW health professionals.

Debora Gallo ^{m}

PolyOptimum

PolyOptimum is a global provider of leading edge software solutions for health and human service organizations

Training Consultant

- Project Manager for Greater Murray Area Health Service payroll software implementation – Involved consultation with clients in preparation for software implementation, close work with client preparing existing infrastructure and data for rollout, design of training package, delivery of training program to key health professionals in the Greater Murray Area Health Service, post implementation technical support.
- Design and delivery of e-learning sessions across national client base.
- Management of software helpdesk and training functions.

ISYS Search Software

ISYS Search Software is a global supplier of knowledge management solutions for business and government

Customer Service Manager

- Development of commercial training strategy. Involved development of business proposal for new training services, contact with vendors, profit/loss analysis and presentation to CEO and company management.
- Project Manager for all training projects with major Australian clients.
- Project Manager for intranet implementations. Customization of external and internal websites.
- Helpdesk officer supporting 3500+ clients Australia wide.

Education

- **Master of Education in Adult Education** (e-learning major) – University of Technology Sydney, 2007.

- **Graduate Certificate in Information Technology** – University of Technology Sydney, 2004.

- **Bachelor of Education in Adult Education** (Human Resource Development major) at University of Technology Sydney, 2003.

- **DDI (Development Dimensions International) Accredited Facilitator** – Sydney, 2007.

- **MBTI (Myers-Briggs Type Indicator) Accredited Practitioner** – Australian Psychologists Press, 2005.

- **Microsoft Office XP Specialist Certification** – New Horizons Sydney, 2006.

- **Certificate IV in Assessment and Workplace Training** – NOSH, Ultimo, 2002.

- Speaker at "Innovative eLearning Technologies" conference in Sydney June 2008 – *Informal Learning and web 2.0 at ING*

- Speaker at "LearnX" conference in Sydney June 2008 – *PLE's for Professional Development*

- Panelist at *"Love of Learning"* event in Sydney September 2008