

Marc Gamble

Instructional Designer
Learning & Development Specialist

www.mbgamble.com
mbgamble@gmail.com
865-604-8239
Knoxville, TN

Skills & Competencies

ADDIE	Articulate 360	Analysis	Adult Learning Theory	Assessment	Alignment strategies	
Coaching	Collaboration	Communication	Course development	Curious	Facilitation	
Graphic design	GoAnimate	HTML	ILT	Innovation	Problem solver	Video editing

Education

MS Instructional Technology, May 2013

Fine Art, Painting and Drawing, Fall 2003 -- Spring 2005

BS Human Services Management, December 1991

University of Tennessee

University of Tennessee

University of Tennessee at Chattanooga

Experiences

1.2 Million in Increased Sales Over One Month

In partnership with subject matter experts and business stakeholders, I developed and relaunched a four-week onboarding program for all new B2B outside sales representatives. Previously role training had been primarily in-person and instructor-led. The program was based online, in the CorpU learning platform, and included relevant articles, audio clips, video presentations, interactive activities, and discussion boards to harness the power of social learning. The program also asked learners to gather in person, over the phone, and online to complete activities and practice newly learned skills by role-playing and debriefing scenarios from the sales field. The program has been wildly successful. In the first month after the relaunched onboarding, new seller activity increased by 1.2 million over the same month for previous new hires.

Coaching for Mid-Level Managers

Again, in partnership with subject matter experts and business stakeholders, I developed a two-week course on coaching for mid-level managers. The daily topics were delivered online and chunked into segments lasting no more than 30 minutes. I was intentional to employ multiple learning strategies that are effective for adult learners. For example, using a discussion forum to allow the learners to discuss characteristics of great coaches they have had in the past helps adult connect the value of coaching and ultimately creates more engagement in the course. It was also the first course that I used animation to demonstrate coaching scenarios. Those scenes were eye-catching and well received. The qualitative feedback from the course has been excellent. Seasoned managers remarked how much they appreciate the refresher.

Homelessness 101

In 2013 I worked on staff at a large homeless shelter. The shelter served 800+ meals every day and 400 individuals spent the night every night. There were 70 staff members and 300 high-impact volunteers annually. I was hired to develop a learning & development department for staff and volunteers. I spent several months hosting listening groups as I began formal analysis. The first real challenge I uncovered was a wide spectrum of interpersonal relationships between staff & volunteers and the guests who stay on site. The very first training I developed and implemented was on setting healthy boundaries. It was ILT with heavy leader facilitation and group participation. The training helped change the interpersonal dynamics of the shelter and everyone was much clearer in their role. The training continues to be used today. It is one of the projects I developed that I am most proud of.

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Work History

Staples Inc. – Sr. Learning & Development Specialist, 02/17 – present (remote)

659 Worcester Road, Framingham, MA 01701

- Design and develop training solutions designed to provide associates with the necessary skills and knowledge to be successful in their jobs
- Work collaboratively with Learning Advisors, Subject Matter Experts, Business Leaders, additional designers, and others to ensure learning deliverables are aligned with the desired business outcomes and exceed expectations
- Be a constant champion of innovation and creativity by expanding the capabilities of our current resources and paying attention to new resources, tools, and practices that will enhance the experience of the learner and ultimately bring about behavior change

Knox Area Rescue Ministries – Director of Training and Equipping, 09/13 – 02/17

418 N. Broadway, Knoxville, TN 37917

- Develop and set strategic direction for KARM Academy, KARM's learning and professional development department
- Design, develop, and deliver training for KARM employees and volunteers on topics that range from Blood borne Pathogens and Safety Data Sheets to Effective Boundaries with Homeless Community Members and Conflict Awareness in Dynamic Communities
- Connect employees with local community groups, non-profits, and universities to further their personal and professional development

South College – Instructional Technologist and Faculty Training Specialist/Instructor, 06/13 – 09/13

3904 Lonas Drive, Knoxville, TN 37909

- Train faculty and staff on the use of system wide learning management system, Moodle.
- Train faculty on various classroom technologies to enhance learning strategies including Panopto, lecture recording system, and SMART Board and SMART Notebook technologies as well as other Web 2.0 tools that met the needs of the instruction

Ministry Architects - Consultant and Data Specialist, 12/11 – 08/17 (remote)

Nashville, TN

- Facilitate programmatic assessments to gauge sustainability against standard benchmarks
- Deliver assessment reports focusing on successes, pressure points, and steps to achieve standard benchmarks
- Coach clients through an 18 month timeline, focused on measurable success and outcomes, leading toward desired sustainability

Church Street United Methodist Church - Youth and Online Media, 09/96 – 06/13

900 Henley Street, Knoxville, TN 37902

- Led a program of 150, 6th-12th graders, and 40+ volunteers in all aspects of programming including: curriculum development, event planning, local and international service opportunities, mentoring, regular weekly gatherings, communication strategies, budgeting, and succession planning
- Managed the church's website and social media platforms

References

Lisa Wills – Staples
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