

QUINCY K. KISSACK

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PROFESSIONAL EXPERIENCE

U.S. Venture - Appleton, WI **Learning & Talent Specialist**

May 2022-Present

Program manager for leadership development, talent, & performance management initiatives.

- Lead full performance and talent management cycle for 5,000+ employees (almost half of which are frontline), including goal-setting, talent calibration, and performance reviews
- Consult as instructional designer and talent partner to SME's to analyze needs, identify gaps, and develop appropriate solutions including training and culture initiatives
- Collaborate with HRBPs, HRIS (Workday), Operations, Safety, Compliance, and leadership to create frictionless learning environment that drives organizational compliance and safety
- Own leadership development program content, facilitation, and event logistics serving team members from frontline individual contributor to aspiring senior leadership level
- Assumed ownership of LMS administration mid-implementation, reducing service requests by over 50% on a monthly basis and increasing adoption across the organization by 80%
- Selected as inaugural Education & Career Mobility Fellow with UpSkill America, part of the Aspen Institute Economic Opportunity Program in partnership with Guild Education, which aims to create a community of next-gen talent and people leaders dedicated to upskilling and educating the workforces in their organizations to promote career advancement

University of Wisconsin - Milwaukee, WI

Assistant Director, Student Association Professional Staff

August 2018-July 2021

Organizational leadership advisor for student governance & non-profit food pantry.

- Managed talent through the employee life cycle, consulting on talent acquisition initiatives and organization-wide recruitment campaigns to attract top candidates and coaching and evaluating employees on individual and organizational development plans
- Prepared interactive training materials and curriculum using e-learning development software, tools, and information for a comprehensive learning and development portfolio
- Supported the transfer of learning through individual coaching, design of real-world, business-specific applications and identification of potential job aids
- Launched and operationalized daily operations for the food pantry ensuring compliance with rigorous food safety standards, creating a comprehensive volunteer and employee onboarding experience; grew capacity for service by 300% in a single fiscal year
- Led food pantry board of directors through strategic planning process, aligning operations and values to drive impact and meet key metrics and deliverables

American University of Kuwait - Kuwait City, KWT

Graduate Intern, Student Life & Office of the President

June 2018-July 2018

Cross-cultural consultant on best practices in learning and engagement.

- Consulted on organization development needs through analysis of business objectives, current product engagement, and collaboration with internal client-facing team members, including marketing, student life, and academic teams to drive impact
- Enhanced campus student employment program learning experience by revising training manual and identifying position-specific key performance indicators
- Designed onboarding curriculum based on comprehensive research and benchmarking to advance institutional goals and as a result, implemented a data-driven orientation model to enhance first year student engagement and retention

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PROFESSIONAL EXPERIENCE CONT.

University of Maryland - College Park, MD

Graduate Coordinator, Maryland LEAD Program

July 2016-May 2018

Instructional designer & subject matter expert for leadership development training curriculum.

- Developed content and delivered training for 40 curriculum facilitators as part of a train-the-trainer initiative to equip more staff to be able to deliver client onsite training
 - Audited existing training collateral and developed additional PowerPoint decks, onsite training checklists, email templates, and more to ensure consistent training delivery and processes across the department, increasing client retention to 95%
 - Led ongoing internal trainings for curriculum development, facilitators, and other stakeholders in the higher education leadership development vertical
 - Designed branded training content, including PowerPoint decks, facilitator guides, and participant guides and worksheets, for interactive client-facing conferences
 - Developed new assessment processes to evaluate effectiveness of trainers and curriculum
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CLASSROOM TEACHING & FACILITATION EXPERIENCE

University of Maryland - College Park, MD

Teaching Assistant, EDSP 289i: Disabilities in the 21st Century

Fall 2017 & Spring 2018

- Implemented constructivist pedagogical approach allowing for active participation, resulting in course satisfaction & learning evaluation higher than the departmental average

Course Facilitator, EDHI 388E: Intergroup Dialogue: Gender

Fall 2017

- Developed a syllabus, facilitated class activities, and assessed student learning through written assignments on Canvas in collaboration with SMEs and other stakeholders

Instructor, HESI 417: Advanced Leadership Seminar (Capstone)

Fall 2017

- Developed curriculum and served as SME on individual and organizational leadership theory and practice, leadership competencies & behaviors, & organizational design

Co-Instructor, HESI 315: Student Leadership in Groups and Organizations

Spring 2017

- Served as primary assessor of student learning outcomes, providing feedback and coaching on strengths and opportunities for improvement
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EDUCATION

University of Maryland - College Park, MD

May 2018

Master's of Education, Higher Education, Student Affairs, & International Education Policy

Saint Norbert College - De Pere, WI

May 2016

Bachelor of Arts, Communication & Media Studies, with minors in Spanish & Leadership

CERTIFICATIONS

- SHRM-CP, 2023
- Hogan Assessments Certification, 2022
- Gallup-Certified Strengths Coach (CliftonStrengths), 2022
- Scrum Alliance: Scrum Foundations, 2022
- Gener8tor Project Management, 2022
- LinkedIn Learning: Become A Project Manager, 2022