

Christina Lombardo Ray, PCC, CPCC

614-332-9747

Christina@LifeTrekCoaching.com

EDUCATION:

- ☀ **Master of Art in Education, Human Resource Development**, The Ohio State University
 - **Emphasis of Study:** Individual, Career, & Organization Development, Performance Improvement, Instructional Design, Adult Learning, Performance Analysis, Evaluation, Training
- ☀ **Bachelor of Science in Education, Marketing**, The Ohio State University
- ☀ **Qualified to purchase Myers Briggs Personality Type Indicator (MBTI)**
- ☀ **CPCC - Certified Professional Co-Active Coach**, The Coaches Training Institute, San Rafael, CA
- ☀ **PCC – Professional Certified Coach**, The International Coach Federation
- ☀ **Licensed Corporate & Executive Wellness Coach**, WellCoaches, Inc.

PROFESSIONAL EXPERIENCE:

LIFETREK COACHING INTERNATIONAL, Columbus, Ohio 10/01-present

Life, Career, Executive, and Wellness Coach

- ◆ Partner with individual and organizational coaching clients to move them forward toward balance and fulfillment in the areas of career, finance, health, significant other, friends, family, physical environment, personal growth, and recreation. Specializing in resilience based coaching practices, whole life coaching, executive/management coaching, and wellness.
- ◆ WellCoaches, Inc. & The International Coach Federation – Serve as a coach training practical examiner and mentor coach partnering with aspiring coaches.

PERFORMANCE IMPURSUIT, Powell, Ohio 5/96 – Present

Performance Improvement Consultant / Founder

Organizational Development, Process / Performance Improvement, Instructional Design, and Training.

- ◆ 6/10-8/10 – **Bath & Body Works**, a division of Intimate Brands, Inc. – created the first eLearning course used in the field for District Managers teaching them to identify business and workforce management opportunities during store visits followed by the creation of effective action plan to improve overall store opportunities (decrease in store costs and increase sales).
- ◆ 9/08-present – **OhioHealth** – ongoing executive and physician coaching as well as eLearning instructional design and development including compliance, regulation, clinical, nonclinical, corporate, and application training. Courses included: HLab, Mobile Care, Patient Safety, Infection Control, Non-monetary Compensation, Problem Management, Clinical Scorecard, Armband Safety, Vascular Access, Stark School, Change Management, No Interruptions Zone, and many application based courses that each health care staff how to use the applicable systems that support the documentation of patient care.
- ◆ 7/07–8/10 – **State Auto Insurance** – contracted to design a 90 minute Performance Management eLearning concept and process course and make ongoing updates as the process and policy is revised.
- ◆ 2/09-8/09 – **Sheetz** – creating a blended Performance Management eLearning solution for Store Managers.
- ◆ 10/08-2/09 – **Nationwide Insurance** – created three Problem Management application training eLearning courses for Information Systems associates to help prioritize and solve information technology problems across the enterprise.
- ◆ 4/08-8/08 – **Honda Engineering North America** – conducted a global New Engineer Needs Assessment across three divisions (10 blocks). Results were used to create an OnBoarding Plan for new and existing Engineering Associates.

- ◆ 1/08-7/08 – **Honda of America, Mfg** – designed and developed three 8-hour classroom based Associate Relations courses (Facilitator's Guides, Participant Materials, and PowerPoint Presentations): Performance Coaching, Legal Supervision, and Corrective Action.)
- ◆ 11/07-5/08 – **Intimate Brands, Inc.** – created two 8-hour classroom based WorkForce Management courses to help on-board new District Managers and Regional Managers at Bath & Body Works and the Victoria's Secret Brands including Facilitator's and Participant's Guide, and PowerPoint presentations.
- ◆ 7/08-9/08 – **Intimate Brands, Inc.** - created a classroom based session and a District Manager video to help learners prioritize Workforce Management opportunities, execute store visits, practice change agility, and coach sales associates.
- ◆ 1/08-4/08 – **Nationwide Securities, LLC.** – used Lectora software to design and develop a 2 -hour eLearning Annual Compliance course for 3000 Registered Representatives.
- ◆ 2/07-11/07 - **OhioHealth** – contracted to design two eLearning courses (Horizon Patient Folder and Nurses Webstation) and designed and developed dozens of On Demand simulation based training programs to support OhioHealth's transition to a paperlight environment for the Riverside and the new Dublin Hospitals.
- ◆ 2/05, 5/06, 8/07 - **Olentangy Local School District** – Custom designed and facilitated staff development team building, leadership, and communications workshops for Glenn Oak, Tyler Run, and Scioto Ridge Schools.
- ◆ 5/07-9/07 – **Ohio Department of Job and Family Services** – contracted to design a one-hour eLearning course that instructs employees on how to collect facts from Claimants and Employers to help make benefit determinations.
- ◆ 8/05-2/06 **Thomson Learning/NETg for Brinker International** – contracted to design, implement, and evaluate a field professional needs assessment across all Chili's Restaurants to help create a learning plan for 2006-2010.
- ◆ 1/03–1/07 - several divisions of **Nationwide Insurance** – created 8 web-based training programs for the areas of Human Resources (Performance Management), Continuity Management, Information Risk Management, etc.
- ◆ 2/06–4/07 – contracting for **Risk Management Insight, Inc.** to create 7-10 classroom based risk management training programs.
- ◆ Ongoing - Design, develop and facilitate Myers Briggs Personality Type Indicator Feedback Workshops, Team Building, Career Development, and Communications Workshops for private and public sector clients.

Limited Brands Inc. (Contracted via Performance IMPursuit), Columbus, Ohio 3/99 – 2/01; 3/02-1/06, 5/06, 12/06-5/07; 11/07-8/08)

- ◆ Designed and developed a self-directed learning supported by structured on the job training programs for Store Partners and Associates interested in Management. (Partner Training and DOR Training).
- ◆ Designed and developed the Express Stores' New Associate Orientation Workshop.
- ◆ Designed an instructional format for and revised five Store Operating Procedure Manuals.
- ◆ Quarterly Leadership Break Out Sessions.

Structure (Contracted via Performance IMPursuit), Columbus, Ohio 1/00 – 7/00

Partnering with Structure to increase merchandise sales by designing a combination structured on the job and self-directed Pants Certification Training Program for 5000 store Associates.

EXPRESS, (a division of the Limited Brands Inc.) Columbus, Ohio 2/01-2/03

Manager, Human Resources Learning & Development

- ◆ Coaching and creating development plans for Integration Experts and Top Third Talent as a retention effort.
- ◆ Provide quality team development and process redesign support to associates, managers and teams in Planning & Allocation, Store Operations, Merchandising, Design, Manufacturing, Marketing and Finance.
- ◆ Designed, developed, facilitate, and evaluate Presentation Skills, New Associate Orientation, On-Boarding Program, WHQ Store Day Experience, Manager Assimilations, Personal Development Workshop and Process, Mid-Year and Annual Performance Review Training and Process, and Team exercises. Re-engineered training and development interventions to reflect the integration of the Men's business into the Express brand.
- ◆ Managed the Multi-Rater Review Process and acting as Human Resources Coach for Executives.

THE PACE GROUP (a division of Sylvan Learning Systems), Dublin, Ohio 9/97 - 9/98
Contracted to Honda of America Manufacturing, Inc.

Instructional Design / Performance Improvement Consultant

- ◆ Partnered with Honda to conduct needs assessments, performance analysis and evaluations related to business practices, individual and organizational performance, and work environment challenges.
- ◆ Developed and implemented a variety of impact oriented performance improvement initiatives including process redesigns, training design / development, transfer of learning tools, career enhancement / direction, performance management tools, and organizational development initiatives.

CHECKFREE CORPORATION, Columbus, Ohio 6/92 - 9/97

Performance Improvement, Training & HR Development, Manager 3/94 - 9/97

- ◆ Conducted needs assessment, performance analysis and evaluations related to business, performance, and work environment challenges.
- ◆ Developed and facilitated corporate training, organizational & career development initiatives.
- ◆ Team managed a staff of 13 HR Generalists located in 7 cities across the nation.
- ◆ Managed associate career development and relations issues.
- ◆ Designed, developed, and facilitated a suite of corporate management development workshops including: Leadership, Behavioral Interviewing, Performance Coaching/Management, & Goal Setting.
- ◆ Developed and facilitated associate level workshops: Team Building, Stress Management, New Associate Orientation, and various software training including MS Office Suite and Review Writer.
- ◆ Promoted from positions of Instructional Design & Development Specialist, Training and Development Coordinator, Curriculum Development Specialist.

Recruiter 6/92 - 3/94

- ◆ Recruited, interviewed, and hired all levels of personnel including positions in Management, Customer Service, and Software Engineering.

MARTHA VANCE, & MOORE TEMPORARY AGENCY, Dublin, Ohio

- ◆ Employed as a temporary employee in various positions including human resources, training, administration, and customer service. Worked between collegiate quarters.

NATIONWIDE INSURANCE COMPANY, Columbus, Ohio 7/88-3/90

- ◆ Agent Assistant Trainer, Customer Service Trainer

ACCOMPLISHMENTS:

- ◆ Increased patient satisfaction and safety with the implementation of various elearning courses for OhioHealth.
- ◆ Increased regulatory compliance via coaching, process design, and elearning courseware for OhioHealth.
- ◆ Increased sales and decreased costs in the field across Bath and Body Works stores with the creation of a Workforce Management elearning course designed for District Sales Managers.
- ◆ Increased strategic business and individual goal alignment at State Auto Insurance with the design and implementation of a Performance Management eLearning process, course, and communication strategy.
- ◆ Increased Nationwide's ability to recover in the event of an incident with the development of a Continuity Management web-based course.
- ◆ Published a Myers Briggs Personality Type Indicator Feedback Session and Team Building Workshop.
- ◆ Designed and developed an Instructional Design Model used by corporate training departments at Honda of America Manufacturing, Inc. and Sylvan Learning Systems, Inc.
- ◆ Developed and implemented process improvements and training that decreased costs related to accidents and injuries for Honda of America, Mfg. Environment Health and Safety Division.
- ◆ Decreased training expenses & increased transfer of learning opportunities through the development and implementation of a four level training evaluation system for Honda of America, Mfg.
- ◆ Decreased CheckFree's recruiting expense via an assessment of current processes and ultimately the implementation of interview processes, tools and a corporate wide Interview Skills workshop.
- ◆ Increased CheckFree's employee retention through successful implementation of Performance Review system (supporting documents and evaluation software) and workshop for managers.
- ◆ Decreased CheckFree's annual legal expenses through implementation of Sexual Harassment and Employment Laws workshops.
- ◆ Decreased CheckFree's annual turnover through implementation of employee recognition and performance feedback programs & processes; Performance Coaching, & Interview Skills Workshops.
- ◆ Selected by the State Department of Education to develop the curriculum for the Business Administration Occupational Competency Achievement Program, OCAP.

PROFESSIONAL MEMBERSHIPS:

International Society for Performance Improvement, ISPI
International Coaches Federation, ICE

American Society of Training & Development, ASTD
eLearning Guild