

NIKKI WELSH

nikimckoy@gmail.com

PROFESSIONAL PROFILE

Accomplished Learning and Development Professional with 15 years' experience driving employee success by providing coaching, training, motivational support, and dynamic instructional tools. Passionate about crafting a holistic approach to talent development and leveraging the employee learning experience to enhance satisfaction and retention rates.

QUALIFICATIONS

- Employee Training
- Program Implementation
- Budget Management
- Instructional Design
- Needs Assessment
- Policy & Procedure Development
- Course Development
- Internal Coaching
- Strategic Planning

EXPERIENCE & NOTABLE CONTRIBUTIONS

DISCOVERY, INC. • Atlanta, GA • 2013 - Present

OFFICE MANAGER

Provide end-to-end management and oversight of office functions including operations, new hire orientation and set-up, event planning and execution and staff development. Ensure office efficiency and alignment local activities with corporate goals and objectives. Additionally, design instructional materials for regional training initiatives.

KEY ACCOMPLISHMENTS:

- Enhanced existing instructional materials to garner greater impact and accessibility.
- Established reputation for assessing current procedures, identifying inconsistencies, and implementing solutions to create an efficient work environment to meet employee needs.
- Coordinated and executed Corporate Wellness events and Employee Engagement programs designed to bring employees from different brands together, encouraging creative dissemination of ideas and healthy practices.
- Recognized as first employee to be awarded the "High Five Award", an award given to employees showing exemplary service in accordance with the company's core values, three times.

HENNESSY PORSCHE • Roswell, GA • 2005 - 2013

DEALER ADMINISTRATOR

Conduct the pre-screening process for job applicants. Design, develop and implement staff training initiatives. Create procedural manuals and reconcile expense reports. Consistently upheld company policies and procedures.

KEY ACCOMPLISHMENTS:

- Improved office training protocols and employee retention by creating training materials for new employees based specifically on their learning style.
- Instrumental in streamlining procedures and operations, while effectively communicating company policies, job functions, and expectations to new hires.
- Developed and implemented short-term goal strategies for administrative employees, creating greater employee performance and engagement.

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NANSTON DENTAL GROUP • Atlanta, GA • 2001 - 2004

OFFICE MANAGER

Oversaw and directed all office operations including staff training and development, monthly staff meetings, goal setting, incentive programs, new hire orientations, benefits administration, and ensuring quality customer care and patient management.

KEY ACCOMPLISHMENTS:

- Independently conceptualized and implemented training and incentive programs to develop employees, reward achievements, and improve morale.
- Recognized as “Coordinator of the Year” due to success in transforming a fledgling office into an operation with exceptional patient care and increased revenues and employee retention.
- Led recruitment efforts for both front office and clinical staff to develop a cohesive group of individuals committed to total patient care.

EDUCATION & TRAINING

Master of Education in Education Technology

UNIVERSITY OF ARKANSAS | Fayetteville, AR | Expected Graduation 2020

Bachelor of Arts in Film & Video, Minor in Journalism/Public Relations

GEORGE STATE UNIVERSITY | Atlanta, GA | 2008