

Erin F. Higgins

Creator and host of comprehensive, multimodal, learner-centered talent development programs. By inspiring continuous learning and growth, I upskill people and teams to support the speed of change, create fail-safe spaces to explore new approaches to work, and drive the evolution of organizational culture toward the attributes that attract and retain today's top talent.

DESIGN PORTFOLIO

- <https://www.efhidportfolio.com/>

CONTACT

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SELECT SKILLS

- Business Simulation
- Coaching
- Consultation
- Content Creation & Customization
- E-Learning
- Employee & Group Assessment & Debrief (CliftonStrengths, DiSC®/ The Five Behaviors®, MBTI®)
- Employee Training (In-person, Virtual, Blended)
- Evaluation
- Facilitation
- Instructional Design (ADDIE, SAM, Backward Design, Action Mapping)
- Leadership Development
- New Hire Onboarding
- Program Management
- Project Management
- Sales Enablement & Training
- Succession Planning
- Video Authoring

SELECT SOFTWARE

- **Generative AI**
Open-source and proprietary
- **Facilitation/Training**

Webex, Microsoft Teams, Adobe Connect, GoToMeeting

- **e-Learning Development**

Adobe Articulate 360 suite, Vyond, Murf.ai, Poll Everywhere, Venngage

- **Other**

Cornerstone OnDemand LMS, Microsoft ShareKnowledge LMS, Glint, Qualtrics, EPIC/Wiley DiSC® Admin, Workday

WORK EXPERIENCE

Senior Consultant, Talent Development

CNA Insurance, Chicago, IL

8/2018 – 6/2025

- Created, implemented, and continuously improved talent development strategy and tactics for 6,500+ hybrid employees at all levels of a global insurance carrier.
- Led design and facilitation of comprehensive sales enablement training, including a gamified business simulation.
- Created and maintained organizational framework for assessment tools.
- Designed and delivered 30+ distinct technical/professional skill development programs across all functions in the business.
- Managed HR and business partners through needs analysis, design/delivery, post-learning reinforcement, performance support, and evaluation.
- Architected and continuously updated global new hire onboarding, resulting in program completion increasing by 25% and favorability ratings by 12%.
- Provided technical support, user guidance, account management and budget oversight to all in-house users of content creation software.

Regional Director, Training & Talent Development

Levy Restaurants, Chicago, IL

8/2017 – 8/2018

- Drove enterprise talent strategy for 50K+ employees at all levels across elite franchises and hospitality brands nationwide.
- Designed and implemented succession planning mechanisms and high-velocity leadership development pipelines to support rapid scaling across nationwide locations.
- Upskilled workforce through data-powered needs assessment, leadership competency frameworks, and transformative business simulations; in-house design and delivery reduced training and development spend by \$10,000 annually.
- Created and deployed an online onboarding portal that boosted employee retention by 20%.

Senior Specialist, Professional Development

National Futures Association, Chicago, IL

12/2013 – 8/2017

- Executed talent development strategy (encompassing compliance, leadership development, technical and professional skills) in the industrywide regulatory organization for the U.S. derivatives market.

- Created, facilitated, and managed immersive 2-week business simulation, replicating a complex regulatory audit with fully realized corporate functions and documentation.
- Designed and implemented collection and analysis methodology for key employee metrics (performance, retention, engagement) to drive transformative talent management toward HR KPIs.

Learning & Curriculum Specialist

DePaul University, Chicago, IL

8/2010 – 12/2013

- Designed and delivered training and organizational development experiences for 1400+ university employees at all levels.
- Project-managed and delivered immersive onboarding for all new hires.
- Created and facilitated Lunch & Learn series featuring University experts on pertinent modern topics including workplace bullying, financial planning, and preventing burnout.
- Supervised, coached, and mentored 1 trainer and 5 interns and managed training budget.

Training Manager

Enova Financial, Chicago, IL

10/2008 – 8/2010

- Managed training department, including staff, schedule, and budget, for 1,000+ corporate and call center employees.
- Designed and delivered technical and professional skills training.

Learner Experience Coordinator

Academic Advisor

Capella Education Company, Minneapolis, MN

9/2003 – 10/2008

Career Counselor

JVS, Minneapolis, MN

6/2002 – 9/2003

EDUCATION & CERTIFICATES

- **Korn Ferry**
Leadership Architect
- **Langevin Learning Services**
Certified Trainer
Certified Instructional Designer/Developer
- **University of Wisconsin-Madison**
Master of Science, Counseling
- **Northwestern University**
Bachelor of Science, Human Development