**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

* Email: [erin.f.higgins@gmail.com](mailto:erin.f.higgins@gmail.com)
* LinkedIn profile (public): <http://www.linkedin.com/pub/erin-higgins/44/865/300/>
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* Mailing address: 2166 Dean Lane | Lincolnton, NC 28092

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