APPLICATION FOR COMMITTEES, COMMISSIONS, & BOARDS

Date of Application: **03/26/2024**

Please check the committee for which you are applying for:

- [ ] Board of Review
- [ ] Building Authority
- [ ] Downtown Development Authority (DDA)
- [x] Historic District Commission
- [ ] Inclusion, Diversity, & Accessibility Committee

- [ ] Lathrup Village Foundation Board
- [ ] Planning Commission
- [ ] Parks & Recreation Committee
- [ ] Tree Committee
- [ ] Other: _____

Name: **Scott Warner**

Address: **28920 Lathrup Blvd., Lathrup Village 48076**

Street, City, State, Zip

Phone: **248-941-4592**   Email: **scott.warner1997@gmail.cc**

Are you at least 18 years of age: YES [x]   NO [ ]

Are you a registered voter in Lathrup Village: YES [x]   NO [ ]

Have you been a resident of Lathrup Village for 1+ years: YES [x]   NO [ ]

A resume/CV is required with your application. Additionally, please include a letter that covers any additional information that clearly states your qualifications for serving on the committee you selected and why you believe you are the best fit to serve Lathrup Village.

Signature: _~~Scott Warner~~_   Date: **3/26/24**

Applicants must be in good standing with the City to be eligible for committee, commission, or board appointment. Any outstanding violations or payments associated with the applying individual or individuals' property may result in the submitted application being rejected.

Return completed application to:
Lathrup Village – City Clerk, 27400 Southfield Road, Lathrup Village, MI 48076

SCOTT E. WARNER

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248.941.4592 • 28920 Lathrup Blvd. Lathrup Village, Michigan 48076

TRANSFORMATIONAL LEARNING LEADERSHIP
PERFORMANCE IMPROVEMENT CHAMPION | ADULT LEARNING ADVOCATE

A seasoned executive focused on agile learning that is transformational and iterative. Over 15 years as a strategic leader directing teams to innovative outcomes that drive change, revenue and KPI. I collaborate cross-delivering solutions that define organizations and promote rapid onboarding and retention. My team solutions are highly effective, developing and facilitating award-winning results that scale.

SUMMARY SKILL SET

DESIGN AND DEVELOPMENT	DELIVERY	OPERATIONS/LEADERSHIP
■ Organizational Development	■ Multiple Persona Delivery	■ Cross-Functional Team Leader
■ Microlearning/eLearning Design	■ Conference Speaker	■ Process Management Design
■ LMS Framework/Development	■ Leadership /Mentoring Programs	■ Strategic Planning & Alignments
■ CE/PD Development	▢ Sales Enablement	■ Labor Control/Risk Assessment
		▢ Annual Budgeting & Forecasting

SELECTED CAREER ACCOMPLISHMENTS

- Designed and led the adoption of a microlearning content array of 22 role-based course pathways and over 250 experience-based courses
- Tech & Learning Magazine Award of Excellence Best of 2021 award winner for Student Health Management with COVID-19 Functionality, eLearning program.
- Strategic cross-functional leader of 5 core business solutions comprised of 14 SaaS applications
- 124% increase in new AAR for 2020 and net revenue gain of $6.7 million for professional development services division by leading all professional services teams for a COVID-19 SaaS school health solution for Frontline Education
- 400% increase in new clientele, I led the scale and rollout of UX, implementation and learning services teams to meet this growth in less than 90 days
- 10%-15% reduction in FTE utilization for AM, LLC. based on my development of programs related to strategic planning (OKRs), leadership development/mentoring-coaching
- 24% overall onboarding optimization for AM, LLC. FTE's in Q1 2022 through development of a new engagement framework. Automation increased learning to value ratio, improving performance and lowering implementation and rollout

HISTORY AND PERFORMANCE

LaborEdge, Inc. | Detroit, MI.
January 2023 - Present

Director of eLearning
I lead the strategic development and delivery of all digital learning solutions. In addition, I lead performance improvement and organizational development for Human Resources. I have a team of 17, two managers (remote) and 15 offshore employees. My strategy is learning as a consultative practice, developing over 50 courses and 150 offerings in eight months. I also replaced our LMS (Learning Management System) and migrated over 200 knowledge base learning articles. Restructured employee onboarding, to meet SOC2 compliance. Mentoring all management team on developing strategic plans and OKR's (Objectives, Key Results).

Applied Memetics (AM) LLC. | Leesburg, VA.
December 2021 – December 2022

<u>**Director of Knowledge Management**</u>
Responsible for all professional learning for AM, LLC. I developed a knowledge management and learning and development department in less than 30 days. 25 learning employees and four managers all remote. I reduced onboarding by 24% (from six hours to two hours) by restructuring all learning (removing silos and duplication of content and labor. Coached leadership on empathetic adult learning practices. My development and curation process removed silos and reduced labor utilization by 40%, while still meeting federal, state, and local government requirements. I led the design of a real-time active dashboard providing learning data to all project managers and leadership.

- Developed KM learning solutions as a strategic B2B service offerings
- Successfully renegotiated LMS contract saving over $25,000 in overage fees
- Reframed all asynchronous learning. 125 courses, reduced 60 personas to 20
- Led the development of active dashboarding for internal and external clients using Tableau. This model was featured as a keynote from our LMS vendor.
- Developed leadership, management, sales enablement, and soft skills courses for mentoring and employee development
- Leadership team member working cross-collaboratively on all professional development
- Steering committee advisor/leader for the Diversity, Equity, and Inclusion team

Frontline Education | Malvern PA.
January 2021 – December 2021

<u>**Corporate Learning Strategy Advisor – Student Management Systems**</u>
(*Promoted from Services Development Manager, School Health System.*) Led the strategic development of learning solutions for all student management systems. This is comprised of five core business systems, 14 SaaS applications, (one-third of all Frontline Solutions). I leveraged learning as a consultative practice. I led my team to build simple and rapid solutions with adult learning principles and human performance improvement outcomes. Content in several modalities with a focus on pre-training and post-referral. The most common were adaptive experiential eLearning (over 250 courses). Some of my additional responsibilities were cross-functional development with other areas of SaaS, (SMEs, UX, LX, CSOA's, Support and Client Services) to build robust, value-added services in a go-to-market strategy.

- I manage learning management systems including CMS and LMS (SAP Litmos). This included all knowledge management processes
- Cross-functional leader with key strategic partners.
- Led the development of an array of scalable "free-to-fee" experiences called Frontline Go! This provided clients with multiple learning solutions in any budget layer
- Expert facilitator, mentoring other leaders and support teams for all strategic channel experiences

Frontline Education | Malvern, PA.
June 2019 – December 2020

Services Development Manager – School Health Management Solution
(*Acquisition of Healthmaster, Inc. by Frontline Solutions*) Led the development and delivery of professional services for Frontline's School Health Management (SHM) solution. Directed a team of three managers, two consultants, and 25 contract consultants. Directed partnerships with SME's, UX, and LX teams building robust, effective, and value-added learning and consulting services. Subject matter expert in the design, delivery, and progressive improvement of learning experiences and client delivery.

- I led a team to redesign our content to align with Frontline learning practices and embed it into their solutions framework in 90 days. Over 100 eLearning courses, 50 ILT courses, and the conversion of the knowledge management system (200 help articles)
- My virtual (ILT) train-the-trainer program tripled in size and reduced our labor for train-the-trainer by 75% in 2020 by restructuring and leading our team to build an experience platform for eLearning, our LMS, PPT, and Zoom content into a virtually delivered experience-based solution
- Mentor and cross-functional project leader for all professional services. Client success and retention for all large client onboarding. In 2020-2021 this included Houston Texas, Miami Dade County Florida, Hawaii, Baltimore Maryland, and Mobile, Alabama

Healthmaster, Inc. | Walled Lake, MI
October 1999 – June 2019

Director of Training
Responsible for the vision, direction, and strategy of all professional services for Healthmaster, Inc. Directed a team of three managers, two consultants, and 25 contract consultants. I was a member of the executive team, developing strategic plans, forecasting, cost analysis, and labor assessments. Designed our blended learning experience framework with microlearning. Primary delivery of 200 eLearning lessons, broken into 22 learning pathways. Additional delivery in ILT at a Department of Defense Education Activity (DODEA) client organization in all US states, Europe, Pacific, and Central America. Stand-up learning sessions, train-the-trainer conferences, and pop-up workshops. 94% retention rate based on professional services. Additional organizational role as the key project manager of all extra-large and state-level clients.

- Implemented an interactive eLearning solution unique to the school health industry. Launched in 2015, had over 90% of our client base enrolled within a year with an AAR of over $500,000 in two years
- Resourced and delivered a learning management system (LMS) used in all learning modalities.
- Developed a continuing education unit (CE) program. Partnered with the National Association of School Nurses (NASN) from 2000-2004. This unique content increased revenue goals over 40% and was the only accreditation for technology school nurses could earn (during this tenure).

- Developed a knowledge management (KM) system to replace the SaaS application help system (HealthOffice Anywhere). Introduced in 2017, my Km system the customer paradigm on how to find help. I reduced customer support and improved client retention by 25%
- Key management role. Included in all major client orders. Financial reoccurring revenue planning with budget development and approval. Annual plans development, KPI with key objectives. Exceeded budget goals by 10% to 30% annually
- Mentored management team members to value-add positions increasing employee retention to an average of five years

EDUCATION, AWARDS AND AFFILIATIONS

Master of Education, Learning Design and Technology, December 2017 | Focus on Learning Design and Technology. Other areas studied include performance improvement, systems process, and analytical assessment. |Wayne State University, Detroit MI. |4.0 G.P.A.

Bachelor of Arts, June 1989 | *Major: Public Relations, Minor: Political Science* | Wayne State University, Detroit, MI.

Tech & Learning Magazine Award of Excellence Best of 2021 | *December 2021. Student Health Management with COVID-19 Functionality, eLearning program.*

Frontline Pillar Award Winner | *July 2020. For work related to the rapid design and deployment of COVID-19 Client Health Solutions*

Technology Expertise |Articulate Storyline 360|Litmos |Digital Chalk |Microsoft Office | Google Suite | Adobe Suite | Salesforce| Team Gantt/MS Project| Slack| Trello |Camtasia |Snagit |Lucid Chart |Expensify| Smartsheet| Padlet |Tableau| Support Cloud| ADP| Mac Systems| Systems

Organizations | Association for Talent Development (ATD) | International Society for Performance Improvement (ISPI)