

# CHRISTINA MCGOWAN

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## SENIOR DIRECTOR – CORPORATE TRAINING

Vision / Mission / Direction ✦ Curriculum Design & Authoring ✦ Operational Acumen

**An Astute, Innovative, Adult Educator with Years of Supplemental Experience** managing geographically dispersed corporate operations. Successful utilizing evolving technologies to modernize legacy systems improving training effectiveness and functional efficiency. Expert at engaging adult learners, producing written and digital teaching materials, and designing and conducting in-person and remote training sessions. Versatile upgrading instructional protocols to ensure employee skills and service procedures satisfy marketplace demands.

### *Enriching Employee Understanding and Effectiveness*

Comfortable and creative initiating and driving installation of change that strengthens competitive advantage, lowers cost, raises productivity, and fosters retention. Able to draw constructive insight from analytics and form the knowledge into plans and programs that capitalize on growth opportunities. A talented, trusted, and respected leader adept at empowering team performance and ensuring the group delivers meaningful ROI in consequential situations.

### CORE COMPETENCIES

- Strategic / Tactical Planning & Execution
- Regulatory Compliance
- Relationship Management
- Technology-Business Integration
- Coaching / Mentoring
- Productivity Enhancement
- Cross-Functional Leadership
- Project Management
- Analytics / Metrics / KPIs
- Multi-Level Communications
- Team Development
- Forecasting & Budgeting

### PROFESSIONAL EXPERIENCE

**Geico | Chevy Chase, MD**

**2009 - Present**

*The second largest auto insurance company in the US.*

#### **Instructional Designer | Ashburn, VA | 2018 - Present**

Utilize leading industry applications to develop adult-level curricula and conduct training sessions when needed for 5,000 associates. Serve as organizational subject-matter expert.

- **12% improvement in passing scores for medical training reached** by studying test scores to determine areas of scholastic weakness and adjusting curriculum and lessons to rectify the presentation and amplify understanding.
- **Converted a two- and three-week training program** used by up to 1,000 associates from in-person to instructor-assisted, self-guided, online materials in one month by employing best-practice project-management principles and tools in close coordination with multiple cross-functional teams.
- **Upgraded the quality of claim-file handling** by developing a series of brief, interactive, micro-lessons each focused on individual subjects and assuring 100% completion of every course by 1,400 adjusters.
- **30% acceleration in the employee-qualification timeline achieved** by focusing educational materials on essential subjects and applying agile methods to eliminate unnecessary and redundant content.

#### **Manager, Operations & Training – Fraud Department | Washington, DC | 2012 - 2018**

Created and managed policies, procedures, and operations for the special investigation (fraud) units. Trained cross-functional teams, led the file-auditing group, and served as department director for nine months.

*Raised the Nature and Quality of Employee Performance*

- **400 co-workers instructed over six years** in all aspects of fraud investigation associated with daily activities.
- **67% shrinkage in personnel shortfall realized** by creating the department's first formalized staffing model allowing managers to determine workforce needs more quickly, easily, and accurately.
- **11% hike in proactively recognized** fraud cases scored by formulating a system to analyze scored claims, data runs, and attendant intelligence as a means of identifying clandestine fraud-ring activities.
- **Guaranteed compliance with state training regulations** by designing a standard onboarding process that mandated consistency in teaching routines assuring 100% completion of all required learning by each new hire.
- **4% rise in the performance of bottom-quartile individuals contributed** by inaugurating a transformational leadership program that taught 56 department supervisors how to coach associates in ways that elevated results.

#### ***Strengthened the Bottom Line***

- **\$1.5 million over-estimate of savings resolved** by correcting errors in investigative practices through careful assessment and amending of reporting methods.
- **A million in fraud losses avoided** by collaborating with regional offices in building affirmative-action filings.
- **\$5,700 in yearly expenses eliminated** by assuming responsibility for corporate audits and changing procedures.

#### **Customer Service Call Center Manager I Fredericksburg, VA | 2009 - 2012**

Developed the department's business plan and functioning strategy. Supervised the daily 6am to midnight operations of 27 supervisors and 212 associates. Developed budgets, forecasted call volume, and managed performance metrics to increase growth and customer retention.

#### ***Introduced New Procedures and Ways of Thinking***

- **21% reduction in turnover produced** by expanding the number of causation factors measured and changing the nature and frequency of job-satisfaction interviews.
- **Ensured adequate staffing** during periods of unusually high call activity by instituting an advance planning and reporting procedure that evolved into an automated methodology referred to as the Chris McGowan Report.
- **Finetuned the existing new-hire training system** by combining on-the-job experience with classroom instruction to reflect actual workplace responsibilities more accurately.
- **Safeguarded the successful introduction** of the first electronic claim-filing system by completing the education of 60 customer-service representatives one week before scheduled program rollout.

#### ***Improved Operational Effectiveness and Proficiency***

- **95% customer-satisfaction score attained** by focusing employee training on improving the functions earning low survey scores and overhauling how-to instructions on interactions causing caller friction.
- **8% rise in department efficiency gained** by training recent-hire associates in techniques for first-contact issue resolution and simultaneous handling of multiple calls.
- **Pushed the department into the top three of 12 corporate offices** by guiding performance-management coaches in sustaining a dedication to quality among customer-service representatives.

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### **EDUCATION / CERTIFICATION / ASSOCIATIONS**

**Bachelor of Science in Business Administration**, Upper Iowa University

Project Management Professional (PMP), Cornell University

Coalition Against Insurance Fraud, Public Information Committee • Claims, Litigation & Management (CLM), Fraud & Claims, Maryland Chapter