JULIAN MERCER

LEARNING AND DEVELOPMENT SPECIALIST

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PROFESSIONAL SUMMARY

Learning and Development Specialist with 8+ years designing and facilitating training for managers and frontline teams. Turns business needs into practical programs, measures behavior change after training, and keeps content current with feedback from learners.

PROFESSIONAL EXPERIENCE

Learning and Development Specialist Apr 2023 - Present
Marriott International, Bethesda, MD

- Design and deliver leadership training for 180 new supervisors a year, blending live workshops with short online modules.
- Rebuilt the supervisor onboarding course around real scenarios, raising post-course assessment scores from 72% to 88%.
- Facilitate 40 virtual and in-person sessions a year with an average learner rating of 4.6 out of 5.
- Refreshed the course library each quarter using learner comments and operations feedback, retiring 12 outdated modules and rewriting eight.
- Partner with operations leaders on skills gap analysis and shaped a coaching program that lowered new supervisor turnover by 10%.
- Track completion and manager feedback in the LMS and report quarterly results to the HR director.
- Built a short on-the-job practice guide for supervisors to use after each workshop, which raised manager follow-up conversations to 80%.

Training Coordinator Jan 2020 - Mar 2023
Booz Allen Hamilton, McLean, VA

- Scheduled and supported more than 90 classroom and online courses a year for 1,200 consultants and analysts.
- Built five e-learning modules in Articulate Storyline on compliance and project skills, reaching 95% on-time completion.
- Ran needs assessments with six team leads and prioritized a curriculum that matched their project demands.
- Introduced short post-training surveys and a 60-day manager check-in to measure on-the-job application.
- Managed the training budget of $250K and negotiated with vendors, saving about 12% on external workshops.

Learning Associate Aug 2018 - Dec 2019
Deloitte, Arlington, VA

- Assisted instructional designers in drafting facilitator guides, slide decks, and job aids for new hire programs.
- Facilitated onboarding sessions for groups of 25 new analysts and gathered feedback to refine the agenda.
- Maintained course records and certification tracking in the LMS with 99% data accuracy.
- Trained 15 subject matter experts as peer facilitators, widening session capacity by about 30% without adding full-time staff.

CORE SKILLS

Training design | Facilitation | Needs assessment | Instructional design | Articulate Storyline | LMS administration | Leadership development | Coaching programs | Kirkpatrick evaluation | Adult learning principles | Virtual training | Content development | Stakeholder partnership | Budget management

EDUCATION

B.A. in Organizational Communication, Virginia Tech, Blacksburg, VA

CERTIFICATIONS

Certified Professional in Talent Development (CPTD) | ATD Master Trainer | Articulate 360 Certification