

Stephanie C. Dyke

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Employment

History

Advanced Education Systems, d/b/a TrainingPro **September 2007 – Present**
Curriculum Coordinator / Staff Writer

- Write new continuing education and pre-licensing curriculum for mortgage professionals
- Review, edit and organize existing and contracted curriculum content
- Update proprietary learning management system (LMS)
- Ensure SCORM compliance and individual state licensing authorities' compliance
- Transition new and existing content into Flash-based interactive format
- Serve as project manager for contracted writing projects
- Act as subject matter expert for staff and client inquiries
- Assist in in-house publishing project that has saved the company over \$22,000 to date

Cube Farm Consulting, LLC **October 2004 – Present**
President / Independent Consultant

- Provide editorial, elearning, training and consulting services to various clients
- Select editorial projects: web content development, e-books, marketing collateral, K-12 curriculum, adult education materials
- Select services: soft skills training facilitation, instructional design, interactive curriculum development and human resources business practices consulting
- Select consulting partners include:
 - Strategic People Solutions; Glyndon, MD
 - The Jenks Group; Lafayette, CA
 - Customer Service Associates; Annapolis, MD
- Select clients include:
 - University of Maryland University College (UMUC); Adelphi, MD
 - Norwegian Cruise Lines America; Honolulu, HI
 - National Capitol Area Sports Massage Team; Falls Church, VA
 - Lee Resources; Greenville, SC
 - Mortgage180; Beltsville, MD

United Equity, LLC / SmartTitle, LLC **September 2003 – October 2004**
Vice President of Human Resources

- Reporting to the President /CEO and COO, was responsible for redesign of the human resources department and its function, growing the organization from 75 to 225+ employees
- Redesigned HR department to bring company into compliance with employment laws and other regulatory aspects of HR
- Designed and trained management courses for company leadership seminar, providing skills and growth to inexperienced management staff
- Responsible for M&A activities as they related to HR department
- Participated in B2B sales activities
- Supervised staff of 5 reception/office management professionals who provided exceptional customer service to clients and internal staff.

Independent Consultant/Freelance Assignments

March 2003 – September 2003

- Provided editorial and consulting services to various clients including web content and marketing collateral development, training facilitation, recruiting services and effective HR business practice consulting.

4GL School Solutions

May 2001 – March 2003

Human Resources Director

- Reporting to the President/COO, was responsible for creating the human resources department, growing the organization from 25 to 165+ employees
- Developed and implemented all HR processes and policies
- Managed Professional Development projects, including instructional design documentation for proprietary software applications, saving the organization the cost of outsourcing
- Directly supervised staff of three HR professionals and maintained extensive involvement with executive staff and operational areas
- Responsible for merger/acquisition activities as they related to HR department

Prometric, Thomson Learning

April 2000 – May 2001

Human Resources Specialist

- Managed all aspects of general human resources for several business units, including a large contact center
- With the assistance of on-site recruiter, cut call center business unit turnover from 80% to less than 45%
- Wrote policies and training programs and created various databases in order to more efficiently manage various aspects of the call center business unit

Target Corporation

May 1996 – April 2000

Executive Team Leader – Team Relations

- Managed all aspects of human resources at store level, including: recruiting and staffing, benefits and compensation, deployment of company initiatives, employee relations/morale, legal compliance, and store management duties
- Directly supervised up to eight administrative employees and acted as store manager on duty on a scheduled basis

Regional Trainer and District HR Resource

- Supervisor/mentor for nine other store level HR professionals
- Served as a district trainer for new HR professionals and regularly conducted various portions of training at semi-annual regional HR seminars
- Served as soft skills, technical and job-related skills trainer for hourly and executive management
- Participated at project management level in various corporate initiatives, including: Best Practices roll-out, metrics/Total Quality management, and redesign of company-wide new hire processes and training applications

**Professional
Affiliations**

Target Training International, Ltd. **2005**
Certified Professional Behavior Analyst – DISC Language/TTI Assessments

American Society for Training & Development **2007 – present**
Professional Member

Education

Bachelor of Fine Arts **1995**
Virginia Commonwealth University
Richmond, VA

Continuing Education in Human Resources **2000**
University of Maryland
Baltimore, MD

Continuing Education in Technology Applications **2001 – 2003**
Community Colleges of Baltimore County
Baltimore, MD

Technical Skills

- Microsoft Office Suite, including: Word, Excel, Access, Powerpoint, FrontPage, Outlook and Publisher
- Specialized applications for Instructional Design, including Camtasia and Articulate products
- Adobe applications, including: Acrobat Professional, Photoshop, Illustrator, Dreamweaver and Flash
- Creative applications, including: GIMP and Blender