

ALAN PLATH

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MANAGER, TRAINING & DEVELOPMENT • MANAGER, LEARNING & DEVELOPMENT

POSITIVELY IMPACTS EMPLOYEE PERFORMANCE AND BOTTOM-LINE RESULTS - LEVERAGING METRICS-BASED TRAINING

Strategic Business Partner to business units and Senior Leadership who drives the attainment of business objectives via effective execution of enablement and training initiatives. Recognized for creation and implementation of innovative performance improvement solutions across all levels of global organizations.

Identifies critical learning gaps and enhances performance of employees by aligning training opportunities with business strategies. Influences Executive Management and positively impacts profitability and efficiency via staff performance improvement.

Value-Added Benefits

Delivered Training to over
10K Employees & Partners
Experience in 7 industries
Team Leadership Award



Training & Development | Employee Coaching | Leadership Development | Learning Solutions | Strategic Alliances
Experiential Learning | Change Management | Performance Management | Implementation Plans
Performance Solutions | Training Delivery | Instructional Design | Business Alignment | Training Events

PROFESSIONAL EXPERIENCE

UNITED AIR LINES • ATLANTA, GEORGIA

MAJOR AMERICAN AIRLINE SERVING OVER 300 DESTINATIONS ACROSS 64 COUNTRIES.

2009-PRESENT

LEARNING OPTIMIZATION MANAGER (2016-PRESENT)

Provide ongoing support and consult surrounding programs and initiatives to maximize training protocols for division; build consensus with long-tenured leadership team to drive acceptance of training strategies aimed creating efficient performance optimization processes that positively impact productivity and cost-effectiveness.

MANAGER, CARGO LEARNING (2012-2016)

Managed team of 5 in development of training strategy and execution of global training programs impacting cargo division comprised of 10K employees across 400+ locations. Identified training gaps and implemented competency-based training programs. Streamlined processes and programs; established new training models to foster employee productivity gains.

- Designed and deployed performance-based model, directing ILT transition to e-based training platform; increased customer satisfaction scores by 4% and reduced errors by 7%.
- Improved performance by 6% through creation of change champion model leading to adoption of e-based training platform.
- Slashed errors by 35% and improved job transference by 20% via development of competency-based skill transfer models that leveraged mentors to support knowledge transfer to operation.
- Implemented global security screening program for 10K+ employees, business vendors, and partners; eliminated operational slow-downs due to improper training and reduced compliance findings by 15% since 2012.

MANAGER, RESERVATIONS LEARNING DELIVERY (2009-2011)

Led team of 11 across 9 reservation locations; aligned training with business needs for global reservation division with approximately 5K employees.

- Reduced new hire training program from 8 to 5 weeks (38%) while increasing customer satisfaction scores by 15% in initial 3 months and decreasing errors by 25% through competency-based model.
- Grew customer satisfaction rating by 10% by creating and introducing Mentor Certification Programs.

- Enhanced participant assessment score by average of 10% within first 6 months of Trainer Quality Program.

ALLEGIANT AIRLINES • EAGAN, MINNESOTA

2007-2009

FORMER U.S. AIRLINE ACQUIRED BY DELTA AIR LINES IN 2008.

MANAGER, RESERVATIONS LEARNING

Oversaw all aspects of global training department; directed training initiatives and created KPIs to measure effectiveness of programs. Created training programs, accelerating employee knowledge, productivity, and performance.

- Created decentralized training models for 7 global locations; improved performance metrics by 25% in initial 6 months and developed Training Manager position at all locations providing implementation strategy consistency.
- Improved training tracking compliance by 25% by implementing Learning Management System (LMS).
- Decreased new hire program by 3 weeks and processing errors by 15%.

HOME TECHNOLOGIES • LAKEVILLE, MINNESOTA

2005-2006

MANUFACTURER OF HEARTH, HOME, AND OUTDOOR PRODUCTS.

MANAGER, LEARNING & DEVELOPMENT

Provided training leadership primarily focused on sales and operations segments of business. Facilitated training programs to sales associates, marketing employees, and independent store owners. Evaluated existing programs and resolved training efficiencies as needed.

- Slashed departmental costs by \$150K through centralized learning and development model.
- Laid foundation for interactive sales training video and program.

QUARTZ, INC. • ST. PETER, MINNESOTA

2004-2005

MANUFACTURER OF QUARTZ SURFACES.

MANAGER, CAMBRIA UNIVERSITY

Hired to build training function (Quartz University) from ground up; delivered training to sales, manufacturing, finance, operations, and installation personnel.

- Formulated business plan in collaboration with Senior Leadership to develop training program and facility; sourced new building and managed facility budget of \$900K and technology budget of \$500K.
- Played key role in enabling business owners' to increase sales and reduce waste post-training delivery.

FAVORABLE FOOD COMPANY • MARSHALL, MINNESOTA

2000-2004

MULTIBILLION-DOLLAR FROZEN FOOD DELIVERY SERVICE.

MANAGER, LEARNING & DEVELOPMENT

Executed learning and development function across 5 locations with widely diverse employee base. Administered \$600K annual budget while implementing programs to further employee education and skill development.

- Partnered with 3rd party vendor to develop Workplace Literacy Program; raised English comprehension of sanitation staff from 1st to 8th grade level, serving invaluable in achieving enhanced employee performance.
- Secured \$231K state grant for competency-based, onsite, and holistic maintenance program.

EDUCATION & PROFESSIONAL DEVELOPMENT

BS, BUSINESS MANAGEMENT • SOUTHWEST MINNESOTA STATE UNIVERSITY

CERTIFIED PERFORMANCE TECHNOLOGIST • SITUATIONAL LEADERSHIP CERTIFICATE • CAREER ARCHITECT CERTIFICATE

MEMBER, ASSOCIATION FOR TRAINING & DEVELOPMENT • MEMBER, INTERNATIONAL AIR TRANSPORTATION ASSOCIATION