

ANDY CHRISTOPHER, CPT

Valparaiso, IN | (219) 794-5039 | ac5672021@gmail.com

Empathy-driven designer, change enabler, and problem solver with 10 years of experience developing manufacturing workforce capability while enriching lives. I'm skilled in research and design, and I thrive in high performance, learning cultures where I can quickly unearth insights that inform smart decisions.

RESEARCH - TRAINING - PROGRAM EVALUATION - DATA ANALYSIS
PERFORMANCE - VISUAL DESIGN - INNOVATION - ETHICS

WORK EXPERIENCE

L&D MANAGER | James Hardie Building Products, Chicago

1/2017 - present

Sales Enablement:

- Reduced variation in field execution of company's go-to-market strategy with comprehensive market development curriculum, including eLearning, ILT materials, and microlearning videos.
- Designed and developed "Think Like a Builder" training simulation that improved net sales via increased builder commitments and conversions. The 1st quarter following the intervention showed a 5% increase in volume when the market was shrinking by 1%.
- Led a team of graduate students to complete a commercial needs analysis that resulted in a revised rollout of account management strategy. All recommendations were implemented.
- Designed collaborative breakout activities for a R&D planning summit resulting in new global strategy.
- Partnered with business and visualized data from an R&D Value Stream Mapping initiative to create the customer-facing "HardieFAST" technical sales performance improvement program.
- Redesigned compliance learning services to facilitate fulfillment of enterprise legal obligations.
- Engaged by senior leaders to raise vitality index through an enterprise training strategy for the company's new, contemporary platform of exterior products.

Lean Transformation:

- Set internal brand of company's Lean transformation and optimized off-the-shelf training simulation, resulting in \$10 million in waste reduction the first year.
- Achieved site adoption of contractor tracking tool through a human centered redesign of visual tracking boards.
- Promoted company's first standard problem-solving approach through the design of a training workshop that included instructor guides, activity handouts, and a root cause analysis booklet.
- Trusted by internal Lean consultants to design custom workshop for Value Stream Mapping in the company's first Kaizen event.
- Spoke truth to power by analyzing and presenting employee data from North American business's first ever "Safety Shutdown" day (representing \$11 million in opportunity cost).
- Designed and delivered visual design workshop for non-designers in the company's engineering leadership program.

Organizational Development:

- Applied a process mapping approach to visualize performance problem areas within the Helpdesk function.
- Leveraged AI tools to synthesize senior IT leader data into a new way of working.
- Increased claims submissions and decreased “days to offer” metric through creation and implementation of training materials, quick reference cards, and an infographic.
- Navigated tight timeframes to complete company’s post-pandemic, Return to Office compliance training eLearn for business continuity.
- Leveraged “critical incidents” of tenured employees in design of focus groups on culture shift.
- Exceeded executive expectations through the design of a training program for a new R&D mentoring process.

LEARNING CONSULTANT | PwC, Chicago

07/2016 – 12/2016

- Rescued struggling “New Analytical Mindset” workshop for national insurance client through close partnership with director-level, consultant counterparts and by leveraging internal IP.
- Improved relations with Global Controllershship of the firm’s largest retail client through detailed needs analysis and innovative eLearning design.
- Shared innovative client research processes with fellow consultants to improve best practices.

LEARNING SOLUTIONS DESIGNER | BDO USA, Chicago

12/2013 – 07/2016

- Consulted with the accounting firm’s highest-earning internal function as an adult education SME.
- Addressed inefficiencies in Employee Benefit Plan training programs.
- Recognized for client service effectiveness by Assurance partners.

GLOBAL ACCOUNT MANAGER | Sevenstar Inc., Cincinnati

12/2009 – 10/2013

- Led the post-sales product implementation for 8 out of company’s top 10 accounts.
- Scaled product knowledge training through eLearning.
- Created and coordinated events for company’s first ever customer community of practice.
- Earned “Top Coach” Distinction for 2012.

CERTIFICATIONS

- Certified Change Practitioner, *Prosci*
- Certified Performance Technologist (CPT), *International Society of Performance Improvement*
- Certified Action Learning Coach (CALC), *World Institute for Action Learning*

EDUCATION

Ed.D., Instructional Systems Technology | Indiana University
M.S.Ed., Learning Design and Technology | Purdue University

Graduation Year (2024)
Graduation Year 2013