



## DeVona Gilliam

3rd

Workplace Learning Professional Strategic Thinker  
Fast Delivery of Solutions that Drive Business Goals  
Greater Atlanta Area | Education Management

- Current** Project Manager II (Senior Learning Consultant) at Kaiser Permanente
- Past** Manager, Administrative Services at Kaiser Permanente
- Education** Boston University  
Clark Atlanta University  
American Society for Training and Development (ASTD)  
[see all](#)
- Connections** 46 connections
- Public Profile** <http://www.linkedin.com/in/devonagilliam>

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### Summary

I have two mottoes that often come to mind as I'm working.

The one I often say to my team is my college motto, "Keep it moving." I expect and receive a high level of energy from myself and my staff, because healthcare is a extremely demanding environment and we have to constantly expand the envelope to maximize results with limited resources.

One way I've built my team's capacity to meet these demands at Kaiser Permanente is by embracing webinars and e-learning. I've increased the use of these technologies by about 75% in the areas I serve currently – all of the training related to Lawson, Epic and Saba systems throughout the Southern California region – which means faster delivery of flexible, self-paced learning solutions that fit the hectic schedules of managers, doctors and other KP personnel.

The other motto is one I tell myself as I confront day-to-day challenges: "I'll find a way or make one."

I am continually energized by researching and exploring better ways to do something, and then getting the ideas implemented to enable our staff to provide great service to our members.

#### Specialties

- Project Management
- E-Learning Project Management
- Managing the Training Function
- Human Performance Improvement
- Business Consulting, Business Partnership
- Needs Analysis, Strategic Planning
- Team Leadership
- Organization Development
- Instructional Design, ADDIE
- Virtual Learning Instruction
- Budget Management
- Training / Process Facilitation
- Coaching, Mentoring
- Thought Leadership
- Vendor Management, Negotiation
- Human Performance Improvement
- Appreciative Inquiry

### Experience

#### Project Manager II (Senior Learning Consultant)

**Kaiser Permanente**  
Nonprofit; 10,001+ employees; Hospital & Health Care industry  
2006 – Present (6 years) | Pasadena, CA

Provide project management for training related to Lawson, Epic and Saba systems at 13 sites throughout Southern California region, reporting to Assistant Chief Learning Officer. Develop talent at all levels, including senior / C-level leaders, managers, physicians, medical staff, line staff and trainers, advancing business goals for employee performance, customer experience and compliance with regulations including SOX and HIPAA. Manage multiple projects simultaneously under very demanding timelines. Conduct needs analysis, design training and train on-site trainers. Manage cross-functional teams of up to 12 senior learning consultants, instructional designers, project managers and learning management analysts.

- Increased capacity of training program over entire region by increasing use of webinars and e-learning by approximately 75% to extend capacity of team, maximize resources and enable faster delivery.
- Rapidly develop learning solutions – e.g., designed and delivered a software training for physicians and supervisors in only three weeks, after adjusting client expectations from on-site to e-learning solution. Client agreed this better met their needs by enabling self-paced learning.
- Coach and support leaders on managing the learning process within their sites.
- Lead cross-functional training design teams through storyboard design, build, testing and development of web-based training products.
- Train systems administrators and technical support staff in designing and building workflows.
- Facilitate weekly strategy meetings to adjust training team processes, build skills and disseminate best practices.
- Produce weekly, monthly, quarterly and yearly reports for various stakeholders and leaders.
- Manage and administer Learning Management System (LMS) and instruct registrars and users.
- Research and write a wide variety of participant / leader guides, learning exercises and job aids.

### Volunteer Experience & Causes

#### Interim Board President

**Bayloe Community Service Center, Los Angeles, CA**  
Social Services  
January 2010 – December 2010 (1 year)

### Skills & Expertise

- MS Office Suite Word Excel PowerPoint Visio Access
- MS Project Mac OS X Captivate Snagit Administration Education
- Teaching Instructor-led Training Instructional Design
- Human Capital Management WebEx Training Delivery Adobe Captivate
- Adobe Acrobat Pro

[View All \(49\) Skills](#)

### Education

#### Boston University

Master's degree, Urban Affairs, Public Policy Analysis and Administration  
*Activities and Societies:* Graduate Assistant

#### Clark Atlanta University

Bachelor of Arts, Political Science

#### American Society for Training and Development (ASTD)

Project Management for Trainers  
Business Consulting Skills for Trainers  
Train-the-Trainer  
Manage the Learning Function  
Training with Improvisation for Trainers  
Training Magazine Conference 2012

#### Kaiser Permanente Trainings

Extensive leadership, management and supervision training, including:  
  
Coaching for Competence  
Understanding and Managing Diversity  
Dynamics of the Lead Position  
Emotional Intelligence  
Virtual Learning Center of Excellence Fundamentals (Certification Program)

#### University of Pittsburgh

Semester at Sea  
Studied and visited Brazil, Bahamas, Venezuela, China, Hong Kong, India, Malaysia, Singapore, Japan and South Africa

#### Independent Travel

Traveled to Egypt, Israel, Italy, Greece and the Caribbean

### Languages

- English (Native or bilingual proficiency)
- Spanish (Limited working proficiency)

### Additional Information

- Groups and Associations:
- American Society for Training and Development (ASTD), National Member**
  - ASTD Greater Atlanta [Join](#)
  - ASTD National [Join](#)
  - Boston University Alumni [Join](#)
  - Chief Learning Officer magazine [Join](#)
  - Clark Atlanta University Networking Group [Join](#)
  - Semester at Sea (SAS) Alumni [Join](#)
  - Semester at Sea Alumni [Join](#)
  - Semester at Sea Alumni Networking [Join](#)

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- new ventures
- getting back in touch
- job inquiries

#### Send a message to DeVona Gilliam

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- Send InMail

### Connect

#### Send InMail

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- Save DeVona's Profile



#### How you're connected to DeVona



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- Brianna Berndt**  
Senior Sales Rep at Smith and Nephew
- Bob Patten**  
Director of Sales and Client Relations...