

# JOSEPH MARZETT

marzett7@gmail.com | (702) 378-1499 | | Las Vegas, NV 89139

## PROFESSIONAL SUMMARY

### ORGANIZATIONAL DEVELOPMENT PROFESSIONAL

Experienced versatile professional with 13+ years of broad-based experience in Education, Corporate Training, Organizational Development, Lean Principles, Six-Sigma, Sales Management, and Program Management. Distinguished for Strategic Development of leadership up to Senior Level Executives. A proven track record in developing and implementing effective training programs demonstrating a high-level of personnel motivation, significant initiatives for growth, and creating a team strategically meeting and/or exceeding corporate annual revenue goals and objectives. Technical proficiency in MS Office, Hyperion, SAP, Costpoint, Cognos, and MS

## WORK HISTORY

Sep 2017 - Oct 2020

### **Sr. Regional Learning Director**

Young President's Organization  
- Las Vegas, NV

- Managed Learning initiatives for 3,500 Pacific US Region YPO member CEO's.
- Responsible for creating a performance management approach that encourages ongoing dialogue within region as well as monitored implementation to ensure effectiveness.
- Collaborated with HR Business Partners and business leaders in formulating and developing training and development strategies that align with the company's strategic plan and goals.
- Developed executive's knowledge of training, coaching and performance management methodologies for implementation within their organizations.
- Identified trends and leveraged complex data from various sources (i.e., change metrics, analytic tools, surveys, questionnaires, observations, and supervisors) to understand gaps, training needs, and risks for executive member groups
- Oversaw, designed, developed and delivered modern learning experiences that increase professional growth and development.

Nov 2014 - Aug 2017

**Learning and Development  
Manager**

Tesla - Las Vegas, NV

- Spearheaded new hire onboarding and refresher training for 1,200+ customer account employees across more than 10 specialized teams dedicated to supporting Tesla's retail customers as well as factory staff.
- Managed a team of fourteen training professionals, managing performance, quality, and ensuring deliverables have been met.
- Championed global learning and development strategy for change management transition from SolarCity to Tesla.
- Identified key performance indicators to measure the success of talent management and L&D activities through survey, practical application, and customer NPS metrics.
- Built relationships with IT leadership, HR, L&D and key business stakeholder in support of the development of learning for technical skill enhancement.
- Developed leadership development framework and training programs to support career growth and succession planning efforts across several departments partnering with HRBPs to ensure efficacy and success.
- Served as expert resource on change management strategies and best practices that maximize end user adoption by 35% over two fiscal quarters.
- Continually audited and monitored productivity levels, performance, engagement and skills to determine if our learning and development efforts were meeting the needs of the workforce.

Feb 2009 - Nov 2014

**Operations and Learning  
Manager**

Central California Private  
Security - Fresno, CA

- Worked to increase management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers – while also counseling effective progress.
- Managed, trained, and developed a team of (12) sales and marketing agents, which generated revenue, as well as brand notoriety for clients.
- Designed and delivered needs-based curriculum of leadership, professional development and safety workshops and corresponding certifications company-wide.
- Coached leadership, teams and employees for

increased performance, and improved communication.

- Training and Development – Lead a cross functional team to successfully implement and maintain an apprenticeship program.
  - Research and recommend training and development programs for professional staff.
  - Plan, organize, and deliver safety training.
  - Coordinate Tuition Assistance Program.
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- Managed three departments responsible for employee development, Performance, Internal Communication, Benefits, Employee & Labor Relations, and Customer Satisfaction.
  - Taught and used the traditional problem-solving skills including brainstorming, cause and effect diagrams, Pareto analysis, 5 Whys, 5 S housekeeping, P-D-C-A problem solving, and related topics.
  - Lead cutting-edge sales, service, and operational programs that generated revenue growth and elevated brand recognition for Fortune 500 clients.
  - Utilized an array of personality tests and 360-degree instruments; analyzed and interpreted the results, and discussed findings with executives, and developed appropriate actions plans.
  - Coached executives to enhance communication, interpersonal, time management, stress management skills and work-life balance.

May 2007 - Feb 2009

**Training Specialist Lead**

Secure Customer Relations -  
Fresno, CA

## EDUCATION

2013

**Bachelor of Science:** Business Administration

California State University

GPA: 3.75

**Certified Master Facilitator INIFAC – International Institute for Facilitation**