



Kimberly Simpson Mungle

Accomplished business professional with 20+ years of experience in learning & development, knowledge management, performance improvement, and human resources.

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● Experience:

LEARNING & DEVELOPMENT MANAGER @OU OUTREACH

October 2018 – Present

Leading L&D staff to develop informal and formal learning solutions for the state of Oklahoma’s department of human services. Conducting needs/gap analysis of program training areas, followed-up with consulting and implementation of recommended improvements. Planning, managing, allocating, and reporting on contract budgets for state funded programs.

LEARNING & DEVELOPMENT MANAGER @ JACK HENRY & ASSOC.

May 2016 – SEPTEMBER 2018

Leading L&D staff to ensure the needs of the organization are met. Developing courses as part of regular needs analysis, company initiatives, or ongoing strategic planning. Identifying, creating, and leveraging collaborative tools to enhance blended and virtual learning. Working with vendors to purchase training as needed. Managing a 1.6 million annual budget. Socializing L&D’s goals and available programs to ensure appropriate adoption and engagement.

HR KNOWLEDGE MGMT. CONSULTANT @ SPRINT CORP

JULY 2011 – MAY 2016

Consulting cross-channel teams on improving processes, team dynamics, and workflow. Training teams to utilize knowledge management programs (emphasis on CPI). Serving as a talent advisor when working with business to ensure bench strength in knowledge capital and succession planning. Presenting current and proposed cost savings projects to executive level leadership team.

REGIONAL TRAINING ADVISOR @ SPRINT CORP

JUNE 2007 – JULY 2011

Developing and delivering both soft skills learning experiences (presentation skills, customer service, business writing) and technical skills workshops (Microsoft office and other software). Serving as mentor and coach for new managers which included - but was not limited to - writing job descriptions and interviewing potential job candidates, coaching employees on creating and achieving realistic development objectives, counseling employees on corrective action, managing annual reviews, setting team expectations, ensuring team is meeting pre-determined goals, and promoting and recognizing a job well done.

TRAINING AND DEVELOPMENT PROGRAM MANAGER @ SPRINT CORP

OCTOBER 2001 – JUNE 2007

Directly managing a group of developers in the reviewing, editing, and creation of current and planned classroom curriculum. Creating class schedules and tracking student enrollments. Tracking, analysis, and measurement of course success. Planning and overseeing train the trainer and annual education conferences. Archiving all training data (outdated curriculum, training rosters, etc.).

● Skills & Abilities

DEVELOPING & TEACHING VARIOUS ESL COURSES FOR LOCAL AND INTERNATIONAL NON-PROFITS (STATE LICENSED)

PROJECT MANAGEMENT (END TO END; LIFECYCLE)

CORNERSTONE LEARNING MANAGEMENT SYSTEM ADMIN

OFFICE 365

KNOWLEDGE MANAGEMENT (CERTIFIED)

PROFESSIONAL TRAINING AND PRESENTATION SKILLS (MULTIPLE CERTIFICATIONS)

SHAREPOINT DEVELOPER (WEB DESIGN & CODING)

BUSINESS PROCESS CONSULTING AND IMPROVEMENT

BUSINESS ANALYSIS & SYSTEM DEVELOPMENT

PROFICIENT IN ALL MICROSOFT OFFICE APPLICATIONS

MEMBER OF OU DIVERSITY & INCLUSION STAFF COMMITTEE

● Education:

M.Ed. | COLORADO STATE UNIVERSITY | HUMAN RESOURCES AND ADULT EDUCATION

B.A. | NORTHWESTERN STATE UNIVERSITY | MAJOR: ENGLISH/HISTORY MINOR: SPANISH

NUMEROUS PROFESSIONAL CERTIFICATIONS

● Interests:

- Writing
- Reading
- Photography
- Travel
- Teaching ESL
- Community Service

● References:

Available upon request