

Cindi Bergen



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◆ OBJECTIVE

To facilitate the empowerment of individuals to create radical change simply by shifting the way they view being in relationship with life. To educate individuals, teams and organizations on the benefits of Appreciative Inquiry (Ai) and happy, engaged employees. To generate ongoing interest and enthusiasm through the creation of positive Communities of Practice. To serve as a resource for consultants working with Ai in a global and/or virtual environment.

◆ SIGNIFICANT CAREER ACCOMPLISHMENTS

IMAGINE HP Community

2003 – present

Responsible for co-creating a community of practice in 2003 focused on Appreciative Inquiry which grew to approximately 300 members worldwide. The community provided members with industry leading speakers, a knowledge repository, sharing of best practices, several classes on Appreciative Inquiry and mentoring and coaching opportunities.

Presentations/Coaching

2003 – present

It has been my pleasure to have conducted multiple presentations on various topics including Appreciative Inquiry (Ai), Appreciative Inquiry in a virtual environment, working in a global virtual environment, competency modeling, the benefits of happy, engaged employees and work/life balance. Through my work with the Appreciative Inquiry I have conducted several inquiries, both face-to-face and virtual. In addition, I have coached others to use and integrate Ai principles and practices in their work and home lives.

Inspiring Times

1997 – 1998

Responsible for development and co-creation of a multi-state publication which was self-funded throughout the life of the paper.

◆ PROFESSIONAL EXPERIENCE

Program/Project Management, Teaching, and Training Development

Global Learning Program Manager; Hewlett-Packard

2003 – present

Currently manage two Portfolio Management Teams (PMT) which provide instructional solutions (ex: web based training, instructor lecture/lab) and non-instructional solutions (ex: electronic performance support systems, job aids, standards/templates) for the Customer Support audience. This includes Competency Modeling, Analysis, Intervention Selection, Instructional Design and Development, Training Implementation, Support, Evaluation, Budget, and Relationships associated with global solutions for Customer Service Skills and Mission Critical Services.

Project Manager/Business Liaison; Hewlett-Packard

2002 – 2003

Work closely with the America's support organizations to define, develop and implement HP's strategies and tactics for technical education programs. Translate broad business objectives into structured projects. Lead cross-functional team of education professionals to ensure that high quality customer focused training programs are delivered within project time and budget constraints. Develop NPI project schedule, set milestones and metrics, report results and implement process improvements. Champion enhancements to existing courses and propose new courses to address customer needs.

Customer Care Training Coordinator; Hewlett-Packard

1999 - 2002

Design, develop and deliver training content for new call center agents and other special programs and tools. Work with various subject matter experts to ensure technical accuracy, include latest updates and verify content of training modules. Coordinate training curriculum, dates and logistical needs with supervisors from all product groups, outsource partners and a Canadian call center.

Customer Care Trainer; Manpower Technical

1999

Design, develop and implement training content for new call center agents. Work with various subject matter experts to ensure technical accuracy and alignment with quality monitoring include latest updates and verify content of training modules. Coordinate training curriculum, dates and logistics needs with supervisors from numerous product groups.

Instructional Designer; Manpower Technical

1998 - 1999

Designed, developed and created training content for various product lines and specialty items. Worked with product teams to ensure technical accuracy, include top issues, and verify content.

Publisher/Co-creator; Inspiring Times

1997-1998

Co-created, published and implemented marketing strategy of holistic newspaper distributed in the Pacific Northwest. My shared responsibilities included ad sales and marketing, distribution, design and layout, accounting and bookkeeping, writing, editing and general management.

Consulting

Consultant; Independent

1993 - Present

Independent consultant facilitating support groups, classes, workshops, and personal coaching. Taught and co-facilitated classes and groups on happiness, employee engagement, personal empowerment, creativity, and work life balance. Affiliated with Resolutions Inc., Boise, ID; Strategic Crossroads, Boise, ID; Creative Learning Technologies, Boise, ID; and Sendero Institute, Boise, ID

Technical Recruiting; Network Consulting/Oak Technology

1996 - 1999

HR recruitment services for Oak Technology in California, Texas, Massachusetts and Florida

◆ EDUCATION

- ◆ Masters of Science: Instructional & Performance Technology, Boise State University
- ◆ Bachelors of Business: Human Resource Management, Boise State University
- ◆ Additional training: Project Management Fundamentals, Program Management, Langevin Instructional Design course, Front-end Analysis and Instructional Design forum, Creating Customer-Centered Change, Intermediate Appreciative Inquiry, Drivers for Business Results, Change Resilient Leadership, Making Virtual Teams Work

◆ REFERENCES

Available upon request.