Sarah Harkleroad, M.Ed., CPTM

TALENT DEVELOPMENT & LEARNING LEADER 215-432-0292 | sarah.harkleroad215@gmail.com | Book a Meeting | LinkedIn | Portfolio
ATD and Training Industry, Inc. Member

AREAS OF EXPERTISE

- AI: Copilot, ChatGPT, Claude, Gemini, Loveable
- Compliance, Ethics, and Legal Audits and Regulations
- Instructional Design (ADDIE, SAM, RCD)
- L&D Strategy & Leadership
- LMS/LCMS Architecture & Administration
- Knowledge Management
- Agile Methods, Change Management, & Project Management
- Talent Development: Career planning, pipelines, mentoring, leadership, retention, upskilling, workforce planning & organization
- Workflow & Process Automation

TECHNOLOGY & TOOLS

LMS/LCMS Platforms: Cornerstone SBX (Saba Cloud), SkyPrep, HealthStream, EBSCO Dynamic Health, Skillsoft, ADP Workforce Now – Learn, MedTrainer

Content Creation: Articulate 360 (Storyline, Rise, Peek), HeyGen, Vyond, Canva, iorad, SnagIt, ClipChamp, Sora, Audacity, Adobe CC, Adobe Captivate, Camtasia, Google Vid

Productivity & Automation: Power Automate, SharePoint, O365, Teams, ServiceNow, Jira, Excel (macros/VBA), SSO, sFTP, API integrations, SOPs, IT Helpdesk Knowledge Base articles, dashboards, KPI metrics

Other Tools: Salesforce, Constant Contact, ADP, Kronos, Footprints, Blackbaud, Apricot/Social Solutions

EDUCATION & CREDENTIALS

Certified Professional in Training Management (CPTM)
Training Industry, Inc.

Master of Education
Arcadia University

Agile Leadership
University of Colorado

Instructional Design
University of Illinois

Lean Six Sigma Black Belt
Council for Six Sigma Certification

B.A., English
Temple University

PRESENTATIONS

National and state conference workshops on:

- Learner-centered teaching
- Using technology to personalize training, streamline processes, and drive data-informed decisions

PROFILE

L&D leader with 10+ years building enterprise-wide learning ecosystems — spanning strategy, technology, instructional design, and talent development. Translates complex organizational priorities into scalable programs across large, matrixed environments, driving measurable outcomes while maximizing operational efficiency.

RECENT PROFESSIONAL EXPERIENCE

Director, Talent & Learning Development **Jun 2019 – Jun 2026**
RHC Group — Bookmark Medical (formerly Revere Medical & Steward Health Care)

- Instituted L&D strategy, technology, and talent development across **40 hospitals and 100+ clinics nationally** with a **multimillion-dollar budget**, serving **50,000+ staff**. Aligned decisions with business goals, strategies, and priorities — targeting identified gaps, partnering with cross-functional department heads and stakeholders, and coordinating initiatives and workforce planning.
- **Saved $300K+ annually** in L&D overhead by modernizing the ecosystem; streamlining eLearning development; selecting, implementing, and optimizing all performance and skill development vendors, contracts, budgets, and technologies; and leveraging cutting-edge, high-quality tools including AI.
- **Improved learning outcomes** by establishing research-backed instructional standards, Subject Matter Expert (SME) and peer-to-peer coaching, and train-the-trainer programs.
- **Cut up to 2.7 million hours of seat time and saved millions annually** by leveraging micro-learnings, test out options, and rich eLearning content. Included complex branching, GIFs, videos, scenarios, self-assessments, and interactive simulations. Led and facilitated engaging, hands-on virtual webinars.
- Configured and implemented Learning Content Management System (LCMS/LMS) architecture and administration; bulk-imported 7,000 content files**, saving 6 months of staff time**; modified Visual Basic, CSS, HTML, JavaScript, and SCORM/AICC code; and ensured data integrity and reporting for successful Legal, Compliance, and regulatory Joint Commission and CMS audits.
- **Drove 90% reduction in inquiries** by connecting 1,000s of staff to 100s of real-time resources such as job aids with a robust knowledge-management strategy.
- **Eliminated 600+ helpdesk tickets per month** and improved **data capture and dissemination by 95%,** i.e. SharePoint intranet, resource library, Footprints IT ticket, and LMS/LCMS reports, dashboards, and visual graphics; user-provisioning; and auto-triggers.
- **Doubled engagement, collaboration, retention, and compliance, and strengthened talent pipelines,** with policy implementation, tracking, competitions, cohorts, mentoring, recognition initiatives, gamification, competency checklists, and CE/CME.
- Spearheaded change management initiatives using Agile Project Management, User Acceptance Testing (UAT), and Lewin's Stages of Learning.

Director **Jun 2013 – Nov 2018**
YMCA International Learning Center

- **Managed $1.6M budget, team of 28, and school of 850 participants.**
- **Expanded enrollment by 28%** and secured new funding streams via grants and partnerships.
- **Doubled** Massachusetts Department of Education **grant to $500K+** with newly designed program-wide curricula based on Bloom's Taxonomy, which was adopted and distributed throughout Massachusetts.
- **Reached 5,000+** with the organization's first digital newsletter. Created marketing, social media, advertising, website content, and promotional strategies to access new markets.
- Designed a **100% paperless workflow** using Apricot/Social Solutions' Case Management Software (CMS). Improved the customer experience, collected and analyzed data, facilitated feedback and improvements, and increased efficiency equivalent to 0.5 FTE.
- Elevated instructional quality by launching a professional development program.
- Conducted needs analysis and fostered a culture of continuous learning and high performance.