**CLAIR KERNER**

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Executive Profile

Certified Professional in Learning and Performance (CPLP) with more than 20-years’ experience designing and managing large-scale learning and development projects. In-depth knowledge of  
instructional design, digital learning, and performance management. Proven ability to execute on strategic initiatives, build high-performance teams, and produce quality, customer-focused learning solutions.

Skill Highlights

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| * Learning and Development (L&D) * Instructional Design (ADDIE, agile etc.) * eLearning/mLearning/vILT/ILT/PSS * Learning Technologies * Learning Analytics | * Performance Management * HR Management * Change Management * Project Management * Product Management (SAAS) |

Professional Experience

**Digital Learning Strategist** April 2017 to Present

http://www.clairkerner.com. – Ridgewood, NJ

* Consult on L&D strategies to achieve business and performance goals in areas such as sales enablement, leadership, ethics and compliance, diversity and inclusion, and product knowledge.
* Lead L&D initiatives (eLearning, vILT, ILT, PSS) from needs analysis and scoping through design, development, implementation, and evaluation.
* Positively impact KPIs and drive behavior change by applying best practices in performance management and learning design.
* Leverage established network of talented media developers and technologists to produce effective, innovative, and creative learning solutions.

**President** (Mar 2016 to Mar 2017) **and CEO** Jan 2009 to Mar 2016

Syntrio, Inc. – San Francisco, CA

* Led successful company providing eLearning solutions to hundreds of organizations globally.
* Oversaw development, marketing, and delivery of Syntrio’s online business and compliance library and learning management solutions (SaaS).
* Steered product road map through advances and emerging trends in neuroscience, media development, mobile and microlearning, learning analytics, and interoperability standards.
* Fostered a collaborative and team-oriented culture with emphasis on customer satisfaction and product quality.
* Increased company valuation by more than 5x.

**Vice President, Product Development and Instructional Design** Aug 1998 to Dec 2008

Syntrio, Inc. – San Francisco, CA

* Defined requirements and managed lifecycles for portfolio of eLearning products including custom and off-the-shelf courses and enterprise learning management systems (LMS).
* Designed, wrote, and/or produced 100s of eLearning courses.
* Defined core instructional design philosophies, methods, and editorial standards.
* Managed geographically dispersed, multi-functional teams of IDs/writers, graphic designers, software engineers, and support staff.
* Maintained 95% annual client renewal rate for more than a decade.

**Office Manager/HR Manager/Assistant Product Manager** Sep 1996 to July 1998

Spark Online – San Francisco, CA

* Served multiple roles in early stage Internet advertising and promotions company.
* Set up and coordinated all HR functions including recruitment, training, compensation, and employee relations.
* Managed office facilities and vendors through three relocations during rapid growth period.
* Researched market and competition in support of product development.

**Instructor Evaluator** (Contract) July 1993 to Aug 1996

Ontario Sailing Association – Toronto, ON

* Organized and led clinics on behalf of the Canadian Yachting (CYA) to train and evaluate sailing instructors for Canada’s Learn to Sail Program.
* Developed and evaluated manuals, teaching materials, and national exams.
* Proposed changes to curriculum standards.

Education

**Masters of Industrial Relations and Human Resource Management (M.I.R.)**

Queen’s University – Kingston, ON Canada

**B.A. (Honors) in Economics**

Queen’s University – Kingston, ON Canada

*Queen’s University Ski Team (4 years), Queen’s University Sailing Team*

Certifications

**Certified Professional in Learning and Performance (CPLP)**