


JOYCE PAMALA SOMERVILLE

LEARNING & DEVELOPMENT PROFESSIONAL

 Connect with Me

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Contact Me

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Education

M. Ed., Instructional Design, WGU

B.S. Human Resource Management, WGU

Technical Talents

M365
(Word/Excel/PowerPoint/SharePoint/Publisher),
Articulate 360, Power Automate, Workday,
Canva, SumTotal,
ServiceNow, EmailOpen, smartsheet, HTML/CSS

Certifications

Certified PROSCI®
Change Practitioner
CompTIA® Project+

Employee Resource Groups

Soul
Member since 2020

EmpowHER
Member since 2020

PROFESSIONAL SUMMARY

A forward-thinking and experienced Learning and Development professional with a proven track record of designing and implementing effective learning solutions to enhance employee competencies and drive business performance. Possess strong interpersonal, consultation, and collaborative skills to effectively partner with cross-functional teams. Seeking to leverage expertise in learning and development to contribute to the success of Cox Communications. Seeking to leverage expertise in learning and development to contribute to the success of Cox Communications.

KEY SKILLS

- People Leader
- Change Management
- Project Management
- Employee Experience
- Technical Writer
- Knowledge Management
- Adult Learning Theory
- E-Learning
- Web-based Training
- Employee Communications
- Analytical
- Problem-Solving
- Process Improvement
- Micro-Learning
- ADDIE Model

PROFESSIONAL EXPERIENCE

Dec 2022- Present Learning & Development Sr. Analyst
Cox Enterprises

Supported the enterprise-wide HR Community, managing an HR-specific SharePoint site, developing 80% of the unique informational site pages. Actively engaged with stakeholders providing clear and purposeful direction. Executing engaging and user-friendly resource pages while regularly managing version control.

- ◇ Governed contractor resources including scheduling, assigning work, and providing work and development feedback, resulting in an average 65% increase in productivity.
- ◇ Spearheaded the maintenance of applications within the HR ecosystem, ensuring alignment with the defined employee experience roadmap and maintained a documentation file repository.
- ◇ Consulted and advised on a wide variety of complex projects across the enterprise to provide solutions that drive operational efficiencies and improvements, ensuring alignment with business needs and objectives.
- ◇ Developed and implemented learning solutions to address skill requirements and gaps, aligning with business priorities and strategies.
- ◇ Accelerated an automation project using Power Automate and that led to a reduction in the average time to send communications from 2.0 days to .6 days.
- ◇ Originated, coordinated, and facilitated virtual training for HR Professionals.
- ◇ Utilized EmailOpen application to design and deliver engaging email correspondence, leading to an average 70% open rate.
- ◇ Collaborated with peers, partners, and functional experts to create, update, and disseminate 170+ standardized job aids increasing engagement with self-service and employee support tools such as ServiceNow and Learn@Cox.
- ◇ Managed multiple high-profile initiatives simultaneously, in support of change management, including releases and/or maintenance of applications.
- ◇ Engaged cross-functionally with the Tier 2 team and Application Management teams of the various HR workstreams to keep information refreshed and up to date.
- ◇ Demonstrated proficiency in influencing stakeholders at multiple levels of the organization to obtain buy-in for learning and development initiatives.
- ◇ Developed and implemented validation and user acceptance testing (UAT) plans to ensure HR technology designs met organizational requirements and standards.
- ◇ Researched and aligned internal and external best practices to guide recommendations on learning opportunities and gaps.

JOYCE PAMALA SOMERVILLE

HR TECHNOLOGY PROFESSIONAL

Lotus

Member since 2020

DiverseAbility

Member since 2022

Hola

Member since 2021

Professional Organizations

WICT

Women In Cable

Telecommunications

Member since 2016

Fellowship Recipient 2019

Awards & Honors

Recipient & Ambassador
'Know Your Value' Program
Award, 2015

Semi-Finalist
Circle of Success Award,
2015

Community & Volunteer

Project Leader
Comcast Cares Day
Apr. 22, 2017
Covenant House GA

Project Leader
Comcast Cares Day
May 5, 2019
Sheltering Grace, GA

Nov 2020- HRTS Analyst II, HR Enablement

Dec 2022 Cox Communications

Initiated a single-point knowledgebase for HR Knowledge delivered to employees and people leaders division-wide. Collaborated with subject matter experts, content owners, leaders, and learners to create useful and easily searchable knowledge articles along with an integrated chatbot for instant access to information.

- ◇ Pioneered and administrated a knowledgebase for Human Resource content, writing 300+ employee and leader-facing articles.
- ◇ Functioned as a subject matter expert and project lead on significant and complex improvement efforts, driving successful project outcomes.
- ◇ Provided the source material for the launch of a chatbot that averages 90%+ satisfactory response rate.
- ◇ Completed surveys and business readiness testing (BRT) to drive constant improvement in the quality of responses.
- ◇ Led a cross-functional stretch project team to develop a recognition program that leveraged existing resources in an innovative way.
- ◇ Joined forces with Information Technology (IT) teams to enable transformational HR solutions and programs, fostering seamless integration between IT and HR functions.
- ◇ Designed and implemented HTML/CSS content optimization techniques for chatbot interface, which reduced user confusion and increased engagement by 40%.
- ◇ Stayed updated on changes to technology system functionality and feature releases, providing critical input for technology effectiveness readouts.
- ◇ Strong familiarity with project management tools and methodologies, ensuring efficient project execution and delivery.

Jan 2016- Learning and Development Supervisor, Business Support Center

Nov 2020 Comcast Business –Atlanta, GA

Performed as the primary Instructional Design consultant for all training, shadowing and internal communication and dissemination of information to a center of 250+ employees in 7+ distinct functional groups.

- ◇ Transformed onboarding by training 80+ employees in a new skill leading to a reduction to average time to schedule orders from 1.5 days to .8 days, increasing net adds by an average of 7-10%.
- ◇ Documented learning initiatives, outlining scope, requirements, audience, budget, and business outcomes to ensure effective project management and alignment with organizational goals.
- ◇ Organized and Promoted an employee-facing knowledge library within Salesforce CRM, directing the authoring and editing 220+ job aids and process resources.
- ◇ Launched a 4-week new employee 100% virtual onboarding experience.
- ◇ Conducted regular reviews of tickets in partnership with the Escalations team to identify trends and implement solutions that drive operational efficiencies.
- ◇ Consistently prioritized 10-12 simultaneous training projects per month for multiple leaders with a variety of team needs.
- ◇ Partnered with Human Resources creating 30-minute 'Next Level' Career Development Sessions with learner assessments for twelve unique roles.
- ◇ Authored and implemented customer interaction training for customer-facing employees that resulted in a 4-to-6-point increase in call quality and 10% reduction in customer escalations.
- ◇ Decreased new hire ramp-up time by 20%, from 3 months to 2 months.