



Sergei Osei

Director of Learning and Development

Learning and development leader with 12 years of experience building training programs that improved employee retention by 14.9% through aligned career-development pathways and departmental succession plans. Holds a Certified Professional in Talent Development and has designed curricula across manufacturing, healthcare, and industrial settings using Moodle, Excel, and adult learning theory.

CONTACT INFORMATION



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Lewistown, MT 12345

EDUCATION

- BS in Business Administration

Montana State University Billings,
Billings, MT | 2010 - 2014

KEY SKILLS

- Curriculum Design
- Needs Analysis
- Moodle
- Excel
- PowerPoint
- L&D Budget Management
- KPI Reporting
- Adult Learning Theory
- Succession Planning
- Assessment Development

PROFESSIONAL EXPERIENCE

Director of Learning and Development | Flatwillow Creek Industries, Lewistown, MT
2020 - Present

- Raised participant satisfaction scores from 81 to 93.4 out of 100 by redesigning post-session feedback loops and revising course pacing for 430 employees across 4 departments.
- Improved employee retention by 14.9% over 22 months by aligning career-development pathways with departmental succession plans and quarterly skills reviews.
- Conferred with division managers and conducted annual engagement surveys to identify training needs tied to projected production changes, informing curriculum for 11 trainers.
- Increased participant satisfaction on compliance courses from 82 to 91 out of 100 by replacing lecture-only formats with blended sessions combining Moodle modules and in-person practice labs.

Senior Training Manager | Arrow Peak Health Systems, Great Falls, MT
2017 - 2020

- Boosted employee retention by 12.3% within 18 months by introducing a mentorship framework pairing 87 new hires with tenured staff across 3 clinical-support units.
- Developed testing and evaluation procedures for 9 competency tracks, standardizing pre- and post-assessments that tracked progress for 260 employees each quarter.
- Achieved a participant satisfaction score of 91.7 for the leadership-development series by piloting scenario-based exercises and reducing lecture segments by 25 minutes per session.
- Directed a team of 8 trainers delivering onboarding and compliance curricula, maintaining session schedules for 42 courses per year across 2 campus locations.

Training Coordinator | Judith River Manufacturing, Lewistown, MT
2014 - 2017

- Surveyed 143 production employees and front-line supervisors to identify training gaps, then proposed 7 curriculum changes that raised satisfaction ratings from 78 to 89 out of 100.
- Improved employee retention among second-shift staff by 11.7% over 14 months after launching a cross-training rotation that paired operators with senior technicians for 3 hours per week.
- Developed evaluation rubrics and skill-check scoring guides in Excel for 6 course tracks, reducing grading turnaround from 5 days to 2 days per assessment cycle.

CERTIFICATIONS

- Certified Professional in Talent Development, ATD Certification Institute | 2025