
ALAN ZETH FROMM

3 Jeremy Avenue
Plainview, New York 11803-3016

azf@verizon.net
<http://www.linkedin.com/in/alanzfromm>

(516) 433-5675 (home)
(917) 434-3502 (mobile)

TRAINING MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT PROFESSIONAL

Versatile professional with proven success in designing and implementing innovative and successful global education programs. Extensive experience in developing creative and effective leadership and organizational development initiatives. Demonstrated expertise in instructional design and delivery, and adult learning theories and their workplace applications. High-energy trainer and inspired facilitator, skilled in guiding learners through engaging, breakthrough learning opportunities. Strategic team leader with extensive track record of developing long-term corporate vision and strategy and building successful partnerships.

AREAS OF EXPERTISE

- Leadership, sales, customer service, technical, end-user applications training
 - Organizational development, coaching, diversity training, new-hire orientation, succession planning
 - E-learning, experiential and blended learning, classroom and distance learning, train-the-trainer
 - Needs assessment, risk analysis, solution design and delivery
 - Workplace ethics, compliance, regulatory, legal education and awareness education
-

PROFESSIONAL EXPERIENCE

TRAINING DIRECTOR

2011 TO PRESENT

AMNEAL PHARMACEUTICALS; Hauppauge, NY

- Design, develop, and deliver various learning and organizational development programs, including cGMP, SOP, regulatory and compliance, technical, management skills, HR, new-hire orientation, and end-user application training across Amneal's world-wide facilities to assure that all employees have the necessary training to produce products that meet the highest standards of quality.
- Partner with senior executives and department heads to identify risk areas, organizational development needs, and management priorities. Propose, design, develop, and implement global training curricula to address discovered needs, mitigate risk areas, and meet regulatory requirements.
- Collaborate with corporate senior management and department heads to establish curricula for all manufacturing employees designed to meet quality and compliance standards, policies, and procedures.
- Design, develop and deliver new-hire and annual recurring cGMP training to all manufacturing personnel to insure compliance with 21CFR Parts 210 and 211 of the Federal regulations. Assure SOP training is complete and timely for all employees engaged in the manufacturing, handling, and distribution of pharmaceutical products in accordance with established curricula and cGMP.
- Implemented train-the-trainer programs for manufacturing supervisors delivering on-the-job training to new-hires and refresher training to existing staff.
- Develop and manage education campaigns, training calendars, and program rollout schedules. Manage and administer training databases, including course scheduling, registrations, and attendance. Maintained training and development records as required by cGMP regulations.
- Instituted annual leadership, management, and continuing education programs to foster professional growth. Developed framework for and delivered coaching and succession planning education programs. Provided coaching and training for non-managers promoted to management positions. Develop and deliver company-wide employee performance evaluation and feedback program.
- Administer training and development budgets; prepare major training program specifications, evaluate vendor proposals, and negotiate contracts; insure contracts correctly define deliverables and desired outcomes; create and respond to RFPs.

CONSULTANT

2009 TO 2011

Designed, developed, and delivered various learning and organizational development projects; workshop facilitator and presenter; volunteer speaker and mentor; website design and technology support.

SENIOR SOLUTION DESIGNER/SENIOR PROGRAM MANAGER

2003 TO 2009

LRN; Los Angeles, CA, and New York, NY

- Partnered with boards of directors, senior executives, and corporate legal and human resources management teams of partner/client organizations to identify corporate governance risk areas, organizational development needs, and management priorities. Proposed, designed, developed, and implemented global training curricula to address discovered needs, mitigate risk areas, and meet regulatory requirements.
- Designed and delivered system training for program administrators, human resources and legal teams, and IT support groups. Provided training to global implementation teams and help desks in the utilization of the on-line suite of applications and products, including website design and construction, database management, course customizations, campaign and curriculum management, email notifications, and report generation.
- Coordinated dedicated project teams comprised of internal and partner subject matter experts, content developers, technical development, website content development, and quality assurance professionals to design and deliver customized training modules to partners. Defined deliverables through comprehensive business system and functional design analysis. Managed multiple concurrent projects, and insured timelines with varying levels of interdependencies were controlled.
- Converted and integrated courseware into state-of-the-art learning systems for partners' global training and development programs. Platforms included e-learning, distance learning, instructor-led, experiential, blended learning, and train-the-trainer. Worked with internal and partner teams to build and maintain web-based training portals, and implemented full LMS system integration when required.
- Developed and managed communication and marketing plans, education campaigns, training calendars, and program rollout schedules. Managed and administered multiple training databases, including course scheduling, registrations, and attendance; maintained employee and organization training and development records as required by corporate policy or government-mandated regulations.
- Collaborated with internal sales executives and account managers to design education solutions for prospective customers and existing partners. Attended and participated in sales presentations as a functional and technical advisor, and provided detailed product demonstrations.

VICE PRESIDENT, GLOBAL TRAINING AND DEVELOPMENT

1992 TO 2003

Credit Suisse First Boston; New York, NY

- Partnered with Information Technology management teams to identify technical training requirements, organizational development needs, and management priorities. Proposed, designed, developed, and implemented global IT training curricula to address discovered needs.
- Instituted annual leadership, management, and continuing education programs to foster professional growth. Developed framework for and delivered coaching and succession planning education programs. Provided coaching and training for non-managers promoted to management positions.
- Designed, developed, and delivered management, technical, end-user, and new-hire training programs to IT professionals and Technical Associates throughout the organization.
- Developed and managed education campaigns, training calendars, and program rollout schedules. Managed and administered training databases, including course scheduling, registrations, and attendance. Maintained training and development records as required.
- Developed and delivered division's employee performance evaluation and feedback program. These programs were later implemented company-wide.

- Administered training and development budgets; prepared major training program specifications, evaluated vendor proposals, and negotiated contracts; insured contracts correctly defined deliverables and desired outcomes; created and responded to RFPs.

DIRECTOR, TRAINING AND SYSTEMS

1989 TO 1992

New York City Transit Authority, Division of Revenue; Brooklyn, NY

- Partnered with Revenue Division management team to identify management priorities, technical training requirements, organizational development needs, and union regulatory requirements. Proposed, designed, developed, and implemented divisional training curricula.
- Developed and managed education campaigns, training calendars, and program rollout schedules.
- Administered training and development budgets in excess of \$10 million. Prepared major training program specifications, evaluated vendor proposals, and negotiated contracts. Insured contracts correctly defined deliverables and desired outcomes; created and responded to RFPs.
- Managed Information Technology services for the Revenue Division; supervised design, implementation, and enhancement of PC operating systems. Provided training for all installed systems and applications.

AZF COMMUNICATIONS CORP.; PLAINVIEW, NY

1987 TO 1989

Writer, Producer, Director

AMERICAN BROADCASTING COMPANIES; NEW YORK, NY

1983 TO 1987

Senior Writer and Instructor

EDUCATION

Brooklyn College of the City University of New York

Graduate Fellowship in Broadcasting at the Brooklyn College Television Center

Master of Science, Television/Radio and Communications

Bachelor of Arts, Television/Radio

AFFILIATIONS

American Society for Training and Development (ASTD)

Society for Human Resources Management (SHRM)

Society of Corporate Compliance and Ethics (SCCE)

New York State Licensed Real Estate Sales Agent and Notary Public

CERTIFICATIONS AND AWARDS

FAA-licensed airplane pilot (Private, Airplane Single-Engine Land)
