

JULIE MCALISTER

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HEAD OF TRAINING & TALENT DEVELOPMENT

Extensive Training and Talent Development experience with a background in multifamily operations. Consulted with executives and stakeholders to align training objectives with organizational strategy. Equipped corporate and onsite team members with the skills and knowledge to optimize asset performance, fueled a pipeline of succession-ready candidates, and developed a strong leadership bench. A proven leader adept at driving bottom-line growth through strategic people development.

CORE COMPETENCIES

- Talent & Leadership Development
- Strategic & Succession Planning
- Leadership
- Budget & Resource Management
- Performance Coaching & Mentorship
- Curriculum Design & Development
- Facilitating Live & Virtual Events
- Strategic Problem Solving

HIGH-IMPACT RESULTS

- **Created and implemented a scalable learning framework** for a \$7B real estate development and management firm as it expanded from 32 properties to 100+ assets.
- **Designed and managed all training and development initiatives** to drive continuous improvement in a rapid growth environment as the workforce grew from 200 to 900 employees.
- **Planned and executed** the annual leadership conference, a weeklong program featuring employee recognition, teambuilding, networking, celebration, leadership development, and ancillary meetings.
- **Reduced expenses by \$6M** over four years through innovative delivery formats and leveraging technology.

PROFESSIONAL EXPERIENCE

CWS APARTMENT HOMES

2008-2023

Vice President of Training (2018-2023)

Strategic Planning

- Partnered with executives and key stakeholders to align Learning and Development objectives with organizational strategy
- Created and executed custom end-to-end solutions
- Promoted a blended program in a variety of delivery modalities
- Collaborated with departmental business leaders to identify skill gaps, core competencies, and development needs specific to each workgroup
- Spearheaded departmental budget planning and resource management
- Coached managers in adopting a performance management model to promote constant improvement and retain talent

Organizational Development

- Drafted and edited policies and procedures to create efficiencies, systemize operations, and mitigate risk
- Cultivated continuous learning and improvement, and a growth mindset
- Transitioned from a sole reliance on classroom training to a sustainable growth model
- Drafted unique employee value propositions to secure ongoing adoption for organizational change initiatives
- Fostered an inclusive, learner-centric culture for a diverse employee population
- Sustained long-term, strategic partnerships with vendors, suppliers, and external learning providers

Curriculum Development

- Designed and delivered all training and enablement solutions, e.g., onboarding, new hire, sales, customer service/recovery, industry compliance, safety
- Analyzed KPIs, conducted needs assessments, and solicited feedback to create engaging content for top performers, new hires, and tenured associates
- Identified core and role-based competencies and behaviors for multiple roles
- Created learning plans and career maps for leaders and frontline teams

Leadership Development

- Leveraged Talent Development initiatives to attract and retain top talent
- Identified succession candidates for critical leadership roles
- Measured individual and team performance to ensure program efficacy
- Developed and facilitated workshops, summits, panel discussions, planning meetings, and individual coaching sessions

Director of Training (2013-2018)**Talent Development**

- Designed cohort-based manager and leadership development curriculum
- Created professional growth and development opportunities for high performers
- Analyzed standard processes to increase efficiencies and improve individual performance
- Defined and evaluated KPI's for individual and team performance analyses
- Managed a high performing Training and Talent Development team

Instructional Design

- Oversaw cross-functional teams to craft customized solutions
- Researched learning trends and emerging technologies to enhance the learner experience and increase efficiency through innovative solutions
- Employed a blended learning model to facilitate knowledge transfer and retention, i.e., live, on-demand, virtual, experiential, job shadowing, and self-led
- Incorporated adult learning principles in all training and enablement deliverables
- Built an on-demand resource library: micro-videos, job guides, tip sheets, videos, FAQs

Training Manager (2008-2013)**Facilitation and Training**

- Delivered instruction 70% of the year in a variety of areas: onboarding, new hire, sales techniques, soft skills, safety, customer service and retention, and skills training
- Collaborated with HR, Operations, Marketing, and IT leaders to streamline the onboarding experience

Project Management

- Selected, implemented, and administered the company's Learning Management Systems
- Managed simultaneous projects on budget and within established timelines
- Led cross-functional teams to achieve desired business outcomes
- Developed layered communication campaigns for general and targeted audiences
- Partnered with subject matter experts to train the trainer and create engaging content

VOLUNTEER AFFILIATIONS

DisruptHR Austin - Event Director
Dallas PIT Crew - Practice Interview Team

PROFESSIONAL ASSOCIATIONS

Association for Talent Development
Austin Society for Human Resource Management
Austin, Texas People Experience (ATXPX)

EDUCATION

University of Texas at Austin
University of Texas at Arlington

Bachelor of Arts in English
Secondary Education Program