

Patti Davis
direct2patti@gmail.com
469-371-1125
Portfolio site – <http://www.geauxdesign.com/>

Professional Profile

Experienced **Learning & Development, Operations, HR, and IT** professional with a strong track record of designing and implementing impactful training programs. Skilled in developing strategies that enhance efficiency, teamwork, and business success. Passionate about creating engaging learning experiences and optimizing business processes for long-term growth.

Key Strengths & Accomplishments:

- Expertise in **food & beverage training, operations, HR, training design, new store openings, and IT solutions implementation.**
- Proven ability to **develop high-performing L&D teams** using lean management principles, driving operational success and increased sales.
- **Skilled graphic designer** with 15+ years of experience creating engaging, visually impactful training content.
- Extensive experience in **RFPs, implementation, and administration of Learning Management Systems (LMS)**, including Schoox, Wisetail, Oracle Learn, and DiscoverLink.
- Certified in **leadership development, time management, and customer service** from DDI, Dale Carnegie, Franklin Covey, and Achieve Global.

Employment History

Modern Training - LX Designer + Media Specialist

Nov 2023 – Present

- Develops engaging training content across mobile courses, video, and print materials
- Focuses on **creating visually compelling, easy-to-manage learning experiences**

The ONE Group – (STK & Kona Grill) - Director of Training & IT Implementations

July 2022 – Nov 2023

- **Led LMS Wisetail administration** and developed engaging video-based training
- Spearheaded **IT implementations**, including **Ziosk and Power BI**, ensuring seamless integration and user adoption across brands

Corner Bakery Cafe – Training & Ops Services

Jan 2022 – July 2022

- Designed training programs for **new café openings, management development, and marketing rollouts**
- Created **LMS modules, instructional videos, and employee communications** to support brand initiatives

Toyota – Connected Services - Service Operations Consultant (1099)

Dec 2020 – Dec 2021

- **Optimized Salesforce workflows** to improve call center efficiency for telematics services
- Developed **training programs** to support evolving telematics enhancements

ClubCorp (Multi-Unit Hospitality) - Sr. Director of Learning & Development

Nov 2019 – Feb 2021

- **Designed and launched the RISE Leadership Development Program** in collaboration with UNLV
- Implemented **ClubLearn LMS** and created a **COVID-19 Playbook** for 20,000+ employees
- Developed **company-wide communication strategies** using executive video content and SharePoint

Del Frisco's Restaurant Group - Director of Training

Sept 2018 – Nov 2019

- Developed and managed **internal training content, videos, and employee communications**
- Designed and implemented **corporate communication platforms** to streamline training delivery

Cotton Patch Cafe - Director of Training & Ops Services

Nov 2015 – May 2018

- Led **training content development**, including videos, operational procedures, and employee communications
- Managed **field trainers, new store opening trainers, and corporate training team**

Mimi's Cafe - Sr. Manager of Learning & Development

Aug 2014 – Oct 2015

- **Implemented LMS and leadership development programs** to enhance training effectiveness
- Designed an **internal television network** for training and employee engagement

Dave & Buster's - Training Design Sr. Manager

Sept 2010 – Aug 2014

- **Developed a proprietary LMS and internal communication platform (Inside the Fun)**
- Created **D&B TV**, producing **300+ training videos annually**

Education & Certifications

- **LeTourneau University** – Business Management Coursework
- **Longman College** – Texas Real Estate (300 Hours)
- Certified in **Leadership Development, Time Management, and Customer Service** (DDI, Dale Carnegie, Franklin Covey, Achieve Global)