

# Kanetra M. Hights

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## Objective

To seek a career within your organization where I will be able to exceed company expectations built upon 12 years of Learning and Development Experience.

## Work Experience

### Harland Clarke Holdings Corp. - San Antonio, TX Learning and Development Advisor– April 2010 to June 2018

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- Designed, developed and implemented training materials, courses, and curriculum that support Leadership and Employee Development programs.
- Designed multiple courses using Camtasia Studio and Adobe Captivate.
- Facilitated ILT courses, Virtual Training Courses, New Hire Orientation and Onboarding for Leaders and Employees.
- Developed methods for measuring the impact of the company's learning initiatives.
- Maintained survey records and trends.
- Responsible for advising leaders, business processes within the organization on Learning & Development.
- Implemented standard training programs and procedures for leaders and employees.
- Provided coaching support for leaders and employees throughout the organization.
- Responsible for influencing the culture and environment to create a more inclusive workplace.
- Managed Learning & Development budget.
- Provided quarterly updates for all Executive Leaders on Learning Programs.
- Maintained and engaged relationships with external vendors.

**Certifications:** DDI, DISC, Korn Ferry (Appreciating Differences), SDMS 360, Langevin Instructional Design, San Antonio College Corporate Training Certification, Adobe Connect Virtual Training.

### Harland Clarke – New Braunfels, TX Learning and Development Specialist – October 2006 to April 2010

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- Developed training materials, courses, and curriculum based upon the ADDIE model.
- Provided on the job training for Manufacturing and Corporate roles.
- Created monthly internal newsletter.
- Created training surveys to evaluate training needs and training support.
- Facilitated and managed courses within the Leadership Development Training Program.
- Administrator for the Learning Management System.
- Facilitated weekly Lunch and Learn Sessions.

**Harland Clarke – New Braunfels, TX**  
**Customer Sales Consultant – September 2005 to October 2006**

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- Consulted costumers with orders and service questions.
- Worked within a collaborative phone and network system to place orders.
- Trained as shift team lead.
- Took calls from other consultants who needed help with orders.
- E-servicing: answered emails from customers in regards to their orders.

### **Education**

**San Antonio College, San Antonio, TX** - Corporate Training Professional Certification - certification  
Received January 2010

- GPA: 4.0

**Texas Lutheran University, Seguin, TX** - B. A. Communication Studies; B. A. Dramatic Media, Alternative Teaching Certification in Speech Communications – Degree Received May 2004

- GPA: 3.2

### **Skills**

- Efficient at multitasking and time management to enhance productivity and meet deadlines.
- Efficient at building relationships with employees from front-line to leadership levels.
- Strong interpersonal communications, self-motivated, and team oriented.
- Flexible and fast adapting to a dynamic workplace environment
- Strong writing skills with an emphasis on AP style
- Detail oriented and self-motivated.
- Ability to facilitate and manage a classroom.
- Experience in Word, Excel, and Powerpoint.
- Adobe Captivate experience in designing training courses.

### **References**

**Kristen Kennon**, (210) 862-7209, Harland Clarke Holdings, Sr. Learning & Development Advisor, [Kristen.kennon@harlandclarke.com](mailto:Kristen.kennon@harlandclarke.com)

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