

# Tiffanie Moton

Hampton, GA 30228

[My LinkedIn Profile](#) | [contact@tiffaniemoton.com](mailto:contact@tiffaniemoton.com)

## EDUCATION

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### **Master of Science in Instructional Design and Technology**

University of Arizona Global Campus

### **Master of Arts in Organizational Leadership**

Ashford University

### **Bachelor of Art & Science, Music Technology and Business**

Bethune-Cookman University

## DEI ACHIEVEMENTS

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Catalyst for [Pronouns](#) to be used on name tags for T-Mobile employees

Featured in a social PRIDE commercial for [ATTN: sponsored by T-Mobile](#)

## AREAS OF EXPERTISE

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- Time Management
- Quality Recruiting
- Matrixed Environment
- Organizational Leadership
- Training Development
- Program Strategies
- Project Management
- Stakeholder Management
- Cross-Functional Collaboration
- Corporate Communication
- Remote Work
- Team Leadership

## PROFESSIONAL EXPERIENCE

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### **T-Mobile – Sr. Learning & Development Manager, Atlanta Central Current Role Sept 17 – Present**

- Collaborate with cross-functional teams to align marketing initiatives and promotions with customer needs, enhancing overall brand performance.
- Lead a team of 20 employees, consistently surpassing sales targets and customer service metrics.
- Collaborate with training teams across divisions to establish best practices in instructional design and content.
- Evaluate curriculum effectiveness and track outcomes aligned with business objectives.
- Identify learner goals and outcomes, creating content and media strategy for educational materials.
- Provide subject matter expertise and coaching on instructional media, eLearning design, and adult learning principles.
- Develop and implement communication plans to support learning programs.
- Manage training plans, learning imperatives, and training delivery via the learning management system.
- Leverage organizational leadership skills to optimize team performance and foster a culture of collaboration, resulting in increased employee engagement and customer satisfaction.

### **T-Mobile – Project Manager - Recruiter RSM Support GA/TN Market Oct 21 – Feb 22**

- Trained hiring managers on recruiting systems, talent forecasting, and general recruiting practices.
- Created/enacted sourcing strategies and approaches to support career success for all employees.
- Effectively communicated complex ideas to diverse audiences, utilizing strong presentation skills to convey insights, strategies, and solutions with clarity and impact.
- Implemented sourcing strategies to attract quality candidates with a focus on high-volume roles.

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- Communicated cross functionally with Sr. Leadership weekly to establish best practices in recruiting and uncover trends and needs of the business.
- Managed, analyzed, reported metrics, budgets, and ROI for assigned client groups.

## **T-Mobile – Project Manager HR Employee Experience & DEI - Jan 21 – Oct 21**

- Acted as a strategic DE&I consultant, building a supportive, diverse, and inclusive community.
- Successfully managed complex projects, overseeing timelines, resource allocation, and success metrics.
- Benchmarked best practices and identified next practices to incorporate into best-in-class DE&I and programs, processes, procedures, and tools
- Developed strong relationships with functional area leaders, DE&I leaders, and internal stakeholders across the enterprise.

## **LG Mobile - National Trainer, Nov 11 – Sept 17**

- Designed and developed instructional materials and curricula using sound instructional systems design principles to support diverse learning needs.
- Collaborated with SMEs and stakeholders to identify training needs and performance gaps.
- Conducted thorough training needs analysis to define learning objectives and determine the most effective eLearning solutions.
- Created engaging and interactive eLearning modules, incorporating multimedia elements for enhanced learning experiences.
- Facilitated daily ILT sessions, employing innovative methodologies to promote active participation and knowledge retention.
- Conducted train-the-trainer sessions to equip trainers with the skills and knowledge to deliver consistent and effective training.
- Implemented blended learning approaches, combining eLearning, ILT, and microlearning elements to maximize learner engagement.
- Evaluated the effectiveness of training programs using various assessment methods and gather feedback for continuous improvement.
- Collaborated with cross-functional teams to ensure training materials align with organizational goals and priorities.

## **PERSONAL DEVELOPMENT**

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#Dream™ T-Mobile Social Media Ambassador 2019 - Present

MDCP Women's Leadership Network Chair 2019-2020

BEN Circles Alumna 2022

DEI Champion for Georgia 2023

Project Management Professional (in progress)

I created a personal branding [website](#) which shows my accomplishments.