Seth Augustover

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PERSONAL STATEMENT

Innovative, technical and results-driven Senior Leader experienced in learning & development in the healthcare, software and financial industries, with specialties in compliance, human resources, leadership development and sales skills training. Unique skillset owning the lifecycle of concurrent training projects, including instructional design, eLearning development, facilitating stakeholder meetings, budget management, deployment using Learning Management Systems (LMS), analyzing completion rates and evaluating training effectiveness.

WORK EXPERIENCE

Senior Leader Compliance Training and Communications   Jan 2023 – Sep 2024
GE HealthCare, Fully Remote

Established Compliance Training as a standalone organization for 50,000 global colleagues as a founder of an investment-grade public healthcare company, by creating an end-to-end procedure for compliance policy training while managing third-party vendors within a budget.

- Collaborated with 100+ global Compliance team and HR Leaders, during the needs analysis, design and updates of course content, storyboards, and materials while identifying training gaps and evaluating employee engagement
- Owned the end-to-end development of a Code of Ethics & Integrity annual mandatory online training, including building custom report metrics for completion tracking, highlighting trends and red flags, resulting in raising the completion rate from ~70% to 99.7% globally
- Saved the company 80% of the budget by creating an eLearning template, instead of hiring a vendor, which was used to create and update dozens of courses
- Managed a global team of a dozen committee members during a year-long effort to build-out, promote, and host the company-wide annual Ethics & Integrity Week, increasing attendance by over 125%
- Monitored the translation and testing of training curricula across 18 languages
- Maintained a training statistics dashboard, providing access to tailored completion rates
- Published quarterly global newsletters and Compliance Portal website hosting all internal and external facing policies

Assistant Vice President (AVP) Global Compliance Training   Oct 2019 – Dec 2022
Moody's Corporation, New York, NY

Maintained, and became a Subject Matter Expert for, a growing library of hundreds of training materials and courses on compliance, legal and regulatory policies. Owned the end-to-end design and deployment of all new hire, acquisitions, employee transitions, and annual compliance policy training and certifications for 13,000 global employees.

- Created and developed the Code of Conduct training course myself using Articulate Storyline saving the company $50,000, and reduced the time employees spent taking the course globally by over 6,000 training hours with a pre-test designed for the efficiency of employee's time
- Facilitated quarterly meetings with over two dozen stakeholders and senior leaders discussing Compliance Investigations findings and remediation training requirements, to determine future courses or training sessions
- Managed the creation of a custom notification process, saving the Compliance team hundreds of hours chasing overdue individuals and their managers
- Maintained and deployed over 30 customized training curricula across numerous

groupings to accommodate specific global and regional target audiences
- Performed all LMS functionalities related to publishing SCORM and function testing courses, creating dynamic learning assignments and running custom reports to track completion statuses

Manager, Training Design & Development   Dec 2016 – Oct 2019
American Express, New York, NY

Served as a People Leader and Hiring Manager for an Instructional Design Team. Managed hundreds of innovative learning solutions including new hire resources, career path opportunities and leadership development for the sales and client management teams.

- Redesigned an extensive and tedious series of Financial Acumen and Sales training into bite-size eLearning modules, animations, and mini web pages optimized for the company intranet, reducing employee training hours by 75%
- Created a process for tracking and measuring the effectiveness and satisfaction levels for training courses and relevant webpages, pinpointing regions and individual leaders with lower completion percentages on their team
- Acted as Learning Administrator of the LMS, generated post-training reports on completion rate and Return on Investment (ROI)

Project Manager / Senior eLearning and Training Specialist   May 2009 – Dec 2016
SS&C Intralinks, New York, NY

Maintained a growing library of software tutorials, user guides, and job aides on the use of the cloud-based Document Management System software and privacy protection of data

- Developed, and delivered training curricula using a blended-learning approach of simultaneous eLearning courses, online seminars, and Instructor-Led workshops
- Created scripts/storyboards, captured and edited screenshots removing sensitive information, and synchronized narration during the creation of software demonstrations, simulations, and interactive digital workbooks using Adobe Captivate
- Executed change management processes during the selection of a new LMS

Training and Documentation Manager / Lead Training Instructor   Jan 2007 – Apr 2009
Infor (formerly CERTPOINT Systems, Inc.), Roslyn Heights, NY

- Delivered live instructor-led training workshops and online seminars for all new clients on the use of the LMS software across office locations, nationally and internationally
- Managed development of training agendas, student workbooks and product user guides

COMPUTER SKILLS / SOFTWARE

Adobe: Captivate, Photoshop, Premiere, Dreamweaver, Audition
Microsoft: Teams Live Events, SharePoint, Word, Excel, PowerPoint, Image Composite Editor
Learning Management Systems: Cornerstone, SumTotal, CERTPOINT Systems, DominKnow Claro (LCMS)
Other: Articulate Storyline 360, Articulate Rise 360, Vyond/GoAnimate, Zoom, Skype, Webex, SnagIt, Audacity, HTML, HTML5, Certified Agile Scrum Master, Office Ally Practice Mate

EDUCATION

Master of Science | Instructional Technology
New York Institute of Technology (NYIT), Old Westbury, NY

Bachelor of Science | Computer Science
NYU Tandon School of Engineering (formerly Polytechnic University), Brooklyn, NY