

LORI ROBINSON

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Director of Operations & Learning and Development | Talent Development | Six Sigma Black Belt

200+ clients supported • 55+ client go-lives • 2,000+ employees trained • 95% of support triage automated • 20+ years across operations and L&D

Director with 20+ years spanning operations and learning and development. I lead delivery and support operations for 200+ clients at FocusPoint, built the company's training, onboarding, and knowledge base programs from scratch, and rebuilt core processes from no documentation, after co-founding and running a software services company for 12 years with full budget, margin, and staffing ownership. Six Sigma Black Belt with a Master's in Organizational Leadership (4.0 GPA) and daily AI practice across Claude, Gemini, Copilot, and Zapier.

CORE COMPETENCIES

Operations Management • Service Delivery & SLAs • Process Improvement (Six Sigma) • Performance Metrics & KPIs • Budget & P&L Management • Learning & Development Strategy • Talent Development • Training Program Development • LMS Implementation & Administration • Instructional Design • Learning Analytics & Measurement • Change Management • New Hire Onboarding Design • Leadership Development • Cross-Functional Team Leadership • Workflow Automation (AI)

TECHNOLOGY & TOOLS

AI & Automation: Claude AI, Google Gemini, Microsoft Copilot, ChatGPT, Zapier, Agentic AI Workflows
Training & Content: Camtasia, Synthesia, Scribe, CapCut, Vimeo, FreshLearn LMS, Oracle UPK, 360Learning
Project Tools: ClickUp, Asana, Freshdesk, Microsoft 365, Google Workspace, SharePoint, Notion

PROFESSIONAL EXPERIENCE

Director of Operations, Project Delivery & Support | *FocusPoint, Oviedo, FL* **2022 - Present**
Promoted from Payroll & Admin to Project Manager to Senior PM to Director within 18 months of joining post-acquisition

- Lead delivery and support operations for 200+ clients, holding teams and stakeholders accountable to scope and timelines across 55+ active implementations
- Rebuilt core operations from no documentation: mapped every workflow and built the company's first standardized processes and client-facing knowledge base
- Designed a self-directed client onboarding program with modular training and recorded walkthroughs, cutting instructor-led sessions in half and reducing time-to-go-live
- Created and delivered the first structured companywide new hire onboarding program in company history
- Automated 95% of support ticket triage through customer-facing categorization, eliminating a third-party Tier 1 vendor and saving \$3,000-\$5,000 per month
- Track weekly performance and training effectiveness metrics: ticket volume by team and agent, billable versus non-billable utilization, knowledge base usage, and onboarding completion
- Use AI tools daily (Claude, Gemini, Copilot, Zapier) to build training content, automate reporting, and improve team efficiency

Director of Operations & Co-Founder | *Mobile DataSoft Inc* **2010 - 2022**
Co-founded and scaled all business operations over 12 years; acquired by FocusPoint in 2022

- Owned full budget, margin, and staffing across concurrent engagements, including forecasting, P&L, and headcount planning
- Built the entire operational infrastructure from scratch: entity formation, contracts, accounting, government compliance, and vendor relationships
- Designed contractor onboarding, reducing time-to-productivity by 30%; implemented QA protocols, cutting post-launch defects by 30% within six months
- Led the full project delivery lifecycle: scoping, resource planning, client communication, and stakeholder management

PROJECTS

Founder & Developer | *TrainHumans.com*

2024 - Present

Applied demonstration of AI-assisted learning design at scale: 200+ structured learning guides produced through custom Claude, Gemini, and ChatGPT workflows, with automated content operations in Zapier and ClickUp and end-to-end web delivery.

L&D Consultant | *Pine Apparel*

2024

Designed a scalable soft skills training initiative for frontline employees; delivered a complete learning framework including monthly newsletters, a learning request system, and a manager enablement guide.

EARLIER CAREER

Training Specialist | *J.D. Irving*

One of Canada's largest private companies, 20,000+ employees across 18 business divisions

- Ran an enterprise-wide needs assessment and implemented Oracle UPK as the corporate LMS, supporting 2,000+ employees in safety, WHMIS, compliance, and regulatory training across all 18 divisions
- Developed the course library, authored the platform user manual, and trained the IT leads at each division to run it

Trainer & L&D Consultant | *Skillsoft*

Progressed from Support Agent to QA Founder to Department Trainer to Services Consultant

- Founded Skillsoft's first tech support QA department and redesigned new hire training, cutting duration from 4 weeks to 3
- Served as dedicated L&D consultant for Skillsoft's client Qwest Communications: ran learning analytics across three platforms, delivered weekly live training across three continents, and built career-aligned learning paths

EDUCATION

Master of Arts, Organizational Leadership | University of Maine | 4.0 GPA

Bachelor of General Studies | Texas A&M Commerce | 4.0 GPA

CERTIFICATIONS

Six Sigma Black Belt (CSSBB) | Certified Instructional Designer, GSDC | Certified Learning & Development Professional, GSDC

Google Project Management, Google | AI Certification for L&D, 360Learning | Gen AI: Beyond the Chatbot, Google Cloud