

TOMMY KERN

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PROGRAM MANAGER | TRAINER | CROSS-FUNCTIONAL TEAM BUILDER

PROFESSIONAL SUMMARY

Project and Training Program leader with 20+ years driving complex - people first, cross-functional initiatives from concept through delivery across global organizations. Serves as the translator between executive vision, technical teams, and frontline execution, keeping every initiative aligned to strategic goals. Proven record building programs from the ground up, scaling them across distributed international teams, and managing the change and adoption that makes them stick. Uses data to turn objectives into scalable, measurable workflows and guides teams through ambiguity toward continuous improvement.

CORE COMPETENCIES

Cross-Functional Team Leadership • Organizational Change Management • Stakeholder & Partner Communication • Program Design & Implementation • Global / Distributed Team Coordination • Process Standardization & Continuous Improvement • Data-Driven Decision Making • Software Adoption & Rollout • Knowledge Transfer & Succession Planning • Live & Virtual Facilitation

PROFESSIONAL EXPERIENCE

Cisco Systems

2019 – 2024

Project Manager / Training Program Lead

Built and ran the onboarding and enablement infrastructure for Cisco's global customer support organization, spanning multiple specialized functions and distributed teams across several countries.

- Built a multi-stage onboarding program from the ground up for specialized support functions (presales, booking, ordering, logistics and returns, post-invoice disputes), designing each track to give learners a full-process understanding that reduced downstream handoff friction.
- Led the emergency pivot to ship 100% virtual training content at the onset of COVID, translating all in-person facilitation into interactive eLearning (Articulate Rise and Storyline) with self-produced video and voiceover (Adobe Premiere and Camtasia).
- Designed and built the supporting Learning Management System in Microsoft SharePoint, including material repositories, training calendars, and scheduling for distributed global teams in Costa Rica, Bangalore, and US locations.
- Maintained and evolved the program, adapting content as products, processes, and services changed.
- Contributed to the design of AI-integrated learning in the final year, building toward systems that scale support enablement beyond live facilitation.

Law Offices of James Scott Farrin / GrowPath

2016 – 2019

Communications Manager, then Training Manager (GrowPath)

Owned two distinct initiatives within one of North Carolina's largest personal injury firms: a firm-wide client communication overhaul, followed by the training infrastructure for the firm's in-house Case Management software.

Client Communication & Education Program

- Diagnosed a misalignment between the firm's review-generation push and the needs of clients navigating an intimidating legal process. Redesigned call flow, communication schedules, and case-protection guidance to shift the firm from transactional contact to coaching-based client engagement.
- Trained and coached attorneys and paralegals on new approaches and monitored quality through call review and one-on-one feedback, improving client experience, case integrity, and review volume as a natural byproduct.

GrowPath Software Training (Case Management platform)

- Took ownership of training as the firm built GrowPath for internal use and planned commercial sale, designing scalable self-service infrastructure: help articles, video walkthroughs, and standard operating procedures for setup and case management.
- Ran productivity studies measuring efficiency gains per task to drive AGILE transformation adoption among staff, and built the full training package to a launch-ready state, validated on internal teams.

GoDaddy Inc.

2005 – 2016

Manager, Training Programs (2013 – 2016) | Training Specialist (2009 – 2013) | Sales & Support Specialist (2005 – 2009)

Grew from the phones into ownership of the company's international training function during a period of rapid global expansion.

- Designed the New Hire Program into a human-centered onboarding model (10-day classroom phase into a 4-week mentored floor phase with competency KPIs), improving pass rates, time-to-productivity, first-year retention, and promotion rates.
- Scaled and standardized the program across seven locations (US, Belfast, Hyderabad, and Dalian), delivering consistent outcomes while adapting to region specific cultural and language context.
- Built a quality and coaching system of standardized curriculum, quarterly on-site observation (for US), live (Train-The-Trainer) facilitation review, and remote 1:1 coaching to hold consistency and develop trainers as the organization grew.
- Coordinated across executive leadership, subject matter experts, and floor teams to keep training aligned with fast-changing business needs.
- Documented and transitioned the program through structured succession planning.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Dale Carnegie: Leadership Training for Managers; Communication for Human Relations
- Langevin: Curriculum Design; How Adults Learn
- Articulate Storyline 2: Advanced Design Certification
- DDI: Certified Facilitator
- Toastmasters International
- 2x Keynote Speaker: Donate to Learn, Business Conferences (US and Canada)
- SMB Mentor, MicroMentor.org