

188 Eglinton Ave. E  
Toronto, ON M4P 2X7

Tel:  
eMail:

(647) 232-5890  
brodie@brodiechurch.com

# Brodie Church, CTP

---

## Summary:

A passionate and versatile learning and development professional, having worked with diverse client groups while demonstrating expertise in effectively planning, developing, coordinating, and delivering programs and service. A creative and goal oriented problem solver, I have consistently demonstrated my ability to develop strong and lasting business relationships while participating in a wide variety of project driven initiatives. A proactive leader with very effective coaching, negotiation and influencing skills, I would be an excellent candidate for any organization with a focus on deeper client relations and training excellence.

## Key Strengths:

- Strong public speaking capabilities
- Over 6 years of training and facilitation experience
- Creative, innovative, and highly motivated to exceed expectations
- Excellent interpersonal skills
- Strong, clear communication skills
- Results oriented attitude
- Strong commitment to partnering with all constituents
- Enthusiastic team player with a positive attitude
- Able to multi-task easily and perform well in stressful situations
- Analytical, creative and driven to improve efficiency
- Able to meet objectives within allocated deadlines
- Extensive proficiency in the use of most computer applications

## Core Competencies:

- Training / Coaching
- Curriculum Development
- Performance Management
- Relationship Building
- Project Management
- Motivating / Influencing
- Process Streamlining
- Business Acumen
- Entrepreneurial / Creative

## Professional Experience:

### Independent Corporate Training Professional

#### Brodie Church Consulting Corporation, Brockville ON

2012 –

- Deliver interactive and effective instructor lead behavioral based programs to clients specializing in the subject of management and business skills
- Proudly representing training organizations, who support clients from various industries, ensuring to reflect their independent values and culture
- Practice fundamental adult learning principles to enhance and modify workshop content, including power point, hand-outs, and group activities, where necessary
- Responsible for material review, modifications, and all preparation duties prior to meeting to ensure effective and personalized delivery, meeting participants needs
- Ongoing relationship management with clients, potentially working with clients post-workshop to successfully measure the transfer of learning

### TD BANK GROUP, Various Locations ON

2002 – 2012

#### HR Relationship Manager, TD Bank Group, Toronto

2010 – 2012

- Provided consultative and advice based Human Resource support to the Corporate Office community, specifically supporting 3 areas of business within our Technology Solutions arm.
- Managed employee relations, recruitment / staffing, compensation, organization design, resource planning, working with business leads to assist in executing on priority objectives.
- Supported managers from a career development and performance management perspective, recognizing opportunities and ensuring applicable tools and resources were available.
- Worked with team to build strong partnerships with business executives, and people managers to ensure we assisted teams we supported in meeting business objectives.

Manager, Learning and Development, TD Bank Group, Markham,

2009 - 2010

- Contributed to implementation of new programs, while making recommendations for adjustments to existing curriculum, looking for process improvements at every opportunity.
- Delivered/facilitated 'Management Curriculum' programs in a professional manner, meeting the expectations and needs of the business.
- Managed relationships with call centre partners, demonstrating keen business acumen competencies and a clear understanding of the culture of that business unit.
- Developed understanding and worked toward a shared Learning and Development vision through ongoing correspondence with broader Learning and Development unit.
- Led projects to support business initiatives, representing HR from an employee experience and training solutions perspective.
- Worked with broader HR team to support and implement solutions relating to talent acquisition, training and sustained employee development.
- Maintained expertise in education and training, demonstrating an understanding of adult learning principles, and current processes and solutions.

**Facilitator of Learning, Ontario North & East Region, Ottawa** **2007 – 2009**

- Facilitated all TD Canada Trust retail workshops to branch staff, with emphasis on customer service, successful sales conversations, and coaching techniques.
- Travelled frequently within region, while managing program participants and goals.
- Assisted with on-boarding of new trainee hires, with consistent follow-up, providing candidates with learning support.
- Spent a minimum of 3 days per quarter in a retail branch providing service observation coaching to advice and service team.
- Supported HR team objectives, including branch visits / on-boarding process for new hires.

**Instructor/Trainee Manager, Ontario North & East Region, Ottawa** **2006 – 2007**

- Worked with retail network locating trainee branches, tailoring needs of branch/ trainee.
- Provided delicate relationship management between our trainee base and branches, in terms of placement, movement, and trainee / mentor roles.
- Coached trainees to their learning maps.
- Instructed one 'Customer Service Representative New Hire Workshop' monthly, introducing new staff to TDBG culture and vision, with additional focus on procedure/internal systems.
- Instructed one 'Delivering Consistent Service Program', per month, to front line staff assisting participants with delivering the customer experience model.

**Financial Advisor Ontario North & East Region, Ottawa** **2002 – 2006**

- Devoted much personal care and intent to the growing needs of 200 clients with special attention to secured lending and investment referrals to partners.
- Demonstrated successful sales skills, ranking in the top five in the retail monthly score card.
- Maintained key positions within branch committees and held role of social coordinator.
- Provided exceptional service/ advice to customers, working with clients to tailor our offerings (ranging from day to day, investments, or credit solutions) to their financial situations.
- Focused on recognizing opportunities to enhance employee experience within Branch, and District; acted as subject matter expert for new-to-bank hires and district campaign initiatives.

**Education:**

**Queens University, Kingston, ON**

Bachelor of Arts – Degree

**Professional Development:**

- |  |                                     |
|--|-------------------------------------|
| • Investment Funds in Canada Course – ON License | • Successful Sales/Service Coaching |
| • Principles of Marketing                        | • Management Fundamentals           |
| • Certified Training Practitioner through CSTD   | • Hiring Excellence                 |
| • Important Conversations                        | • Foundational Sales Conversations  |
| • Small Business Banking Conversations           | • Delivering Consistent Service     |
| • Investment/ Credit Sales Conversations         | • Emotional Intelligence            |

*References provided upon request*