

SOSHANE BUCKLE

Global Director of Learning & Development · Enterprise Transformation · Talent Strategy · MSc · PMP®
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EXECUTIVE SUMMARY

Global L&D leader with 14+ years building enterprise learning ecosystems across SaaS, FinTech, pharma, ed-tech, and higher education, impacting 30,000+ learners across four continents. Most recent role: architected L&D strategy for a 10,000+ employee PCI-regulated organization, delivered \$2.5M in cost savings, generated \$2M+ in recurring revenue, and managed \$1B+ in vendor contracts. Combines MSc Applied Psychology (with published research in adult learning), PMP®, Six Sigma, and OCM (ADKAR, Kotter). Directly advises VP and C-suite on digital transformation, talent strategy, and change leadership.

CORE COMPETENCIES

- Global Enterprise L&D Strategy
- Leadership Development Programs
- Performance Management Frameworks
- Curriculum Strategy & Content Development
- Learning Technology Strategy & Vendor Management
- Instructional Design (ADDIE · SAM · Agile)
- Learning Analytics & ROI (Kirkpatrick · Phillips)
- AI-Enabled Learning & Talent Platforms
- Talent Strategy & Workforce Planning
- Change Management (ADKAR · Kotter)
- Capability Gap Analysis & Career Pathing
- Enterprise Upskilling & Reskilling
- Organizational Change & Transformation
- Cross-Cultural & Cross-Functional Team Leadership
- Executive Stakeholder Communication
- Regulated Environments (PCI · SOC 2)

PROFESSIONAL EXPERIENCE

North (Parent Company) | Point & Pay | Troy, MI

PCI-Compliant SaaS/FinTech · Jun 2022 to Mar 2026

Progressively promoted: L&D Trainer to Process Improvement Manager to Strategic Project Manager

Strategic Project Manager, Learning & Development Transformation

Mar 2025 to Mar 2026

- **Enterprise L&D Strategy:** Architected L&D strategy for a 10,000+ employee organization; built learning roadmaps, competency frameworks, and role-based curricula across sales, CX, implementation, and technical functions. Advised VP and C-suite on org-wide learning policy and HR/Talent strategy.
- **Talent Strategy & Workforce Planning:** Partnered with HR and Talent leadership on workforce planning, capability gap analysis, competency mapping, succession planning, and career pathing. Built skills-based learning pathways enabling internal mobility across sales, CX, implementation, and technical roles.
- **Enterprise Upskilling & Onboarding:** Compressed onboarding from 8 weeks to 2 weeks (75% faster employee ramp-up) by building automated, role-based onboarding from zero infrastructure. Scaled upskilling programs across distributed global teams.
- **AI Integration & Change Leadership:** Cut content development time by 40% through AI integration in L&D workflows, using Prosci ADKAR and Kotter's 8-Step in a PCI-regulated environment. Partnered with IT and Security as co-designers to meet compliance requirements.
- **Team Leadership & Development:** Hired, coached, and developed 3 direct reports, with at least one promoted to senior level. Led cross-functional teams including C-suite and senior managers across North America and Asia-Pacific.
- **Vendor Strategy & Budget Ownership:** Led evaluation and negotiation across 5+ vendors representing \$1B+ in technology contracts, including LMS, HRIS, and AI-enabled platforms. Served as primary L&D and digital transformation advisor to senior leadership.
- **Learning Analytics & Business Impact:** Delivered \$2.5M in cost savings through training redesign, workflow automation, and operational optimization. Applied Kirkpatrick Levels 1 to 4 and Phillips ROI methodology; built centralized KPI dashboards tracking adoption, performance, and business outcomes.

Process Improvement Manager

Mar 2024 to Mar 2025

- **Performance & Process Excellence:** Built data-driven performance frameworks across HR and operational teams using Six Sigma and Lean methodologies. Established metrics and analytics to measure effectiveness and continuously improve outcomes.
- **Change Management & Stakeholder Enablement:** Drove adoption of new processes, systems, and transformation initiatives across the enterprise using ADKAR and Kotter frameworks. Coached frontline staff and managers through organizational change, reducing resistance and accelerating time-to-proficiency.

Learning & Development Trainer

Jun 2022 to Mar 2024

- **L&D Function Build & Revenue Impact:** Generated \$2M+ in recurring revenue and 70% client retention boost through enterprise client enablement programs for \$300K+ accounts. Rebuilt the L&D function at Point & Pay from zero: designed learning frameworks, SOPs, governance structures, and automated tracking systems.
- **Blended Learning & Salesforce Adoption:** Drove 85% CRM adoption across sales and CX teams through role-based Salesforce and SaaS training programs. Architected a blended learning ecosystem spanning eLearning, ILT, vILT, microlearning, and personalized learning paths.

Regeneron Pharmaceuticals, HR Technology | Tarrytown, NY *L&D Consultant (Contract) · Jan 2022 to Jun 2022*

- **LMS Performance in Regulated Pharma:** Increased platform usage 40% and reduced support requests 60% by delivering LMS enhancements as primary administrator. Architected microlearning and behavioral-science-based upskilling programs for clinical and operational staff.
- **Curriculum Audit & Accessibility:** Audited and restructured curricula to WCAG 2.1 and Section 508 standards across clinical and operational learning paths, supporting global compliance requirements in a regulated pharma environment.

New York University, College of Arts & Sciences | New York, NY *Educational Technologist · May 2020 to Jan 2022*

- **Enterprise Learning Platform Implementation:** Increased LMS adoption 45% and reduced system issues 60% through a migration for 3,000+ users. Launched 400+ courses (exceeding production targets by 68%) by partnering with 50+ faculty on outcome-based curricula grounded in adult learning theory.
- **Cross-Continental Learning Architecture:** Secured a 25% increase in digital learning funding through data-backed L&D impact reports to senior leadership. Engineered a learning platform connecting NYU New York and Florence campuses (300+ users across two continents).

University of the West Indies, Mona | Kingston, Jamaica *Instructional Technologist & LMS Administrator · Aug 2012 to Dec 2019*

- **Regional Standards Across 5 Campuses:** Developed content and delivery frameworks that became the regional standard for technology-enabled learning across 5 Caribbean campuses. Recruited, trained, and developed internal trainers and instructional designers, building succession-ready capability pipelines without external dependency.
- **Emerging Technology & C-Suite Advisory:** Reached 2,000+ international learners through VR/AR-based learning programs, recognized as an early regional innovator in immersive design. Advised C-suite on multi-year learning technology strategy and led vendor evaluations aligning investments with organizational goals.

EDUCATION & CERTIFICATIONS

M.S. Applied Psychology · University of the West Indies · Behavioral Science · Adult Learning Theory	2017
B.S. Psychology & Criminology · University of the West Indies · Dean's List · Honours Graduate	2013
PMP® , Project Management Professional · Project Management Institute	2024
CPP® , Certified Payments Professional · Electronic Transactions Association	2024
Six Sigma White Belt · Six Sigma Institute	2024
Visa Dispute Resolution Certified Associate · Visa	2025

LEARNING TECHNOLOGY & PLATFORMS

Learning Platforms: Workday Learning · Cornerstone OnDemand · Docebo · Moodle · Canvas · Blackboard · Brightspace · SumTotal

Talent & HRIS: Workday HCM · Salesforce · Guide CX · Proprietary Enterprise Systems · Personalized Learning Paths

Analytics & Evaluation: Kirkpatrick Levels 1 to 4 · Phillips ROI · Learning Analytics · KPI Dashboards · Data Visualization

Methodologies: ADDIE · SAM · Agile ID · Prosci ADKAR · Kotter's 8-Step · PMP® · Six Sigma · Lean · Microlearning

Compliance & Governance: PCI · SOC 2 · WCAG 2.1 · Section 508 · DEI-Aligned Design · DRP/BCP · Risk Management

PUBLICATIONS & RESEARCH

George, J., Riley, C., Findley, S., & Rowe, C. (2021). *Breaking down the barriers between formative and summative assessment through the use of clickers*. University of the West Indies. | Findley, S., & Lipps, G. (2019). *The relationship of self-concept discrepancies, employment status, and depressive symptomatology among university graduates*. ACHEA Conference, 2019.