

# LESLIE S. OSBORNE

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## TRAINING & DEVELOPMENT SPECIALIST

*Instructional Design | Curriculum Development | Learning Initiatives*

Training and Development Professional with over 20 years of training experience and track record of designing and delivering training in driving a high-performance culture within the organization. Expertise includes training methodologies, techniques, concepts, and learning tools to ensure maximum success. Experienced in establishing a culture of continuous learning and aligning focused training solutions to address business goals. Skilled in project management, implementing continuous improvements, and cultivating key relationships and partnerships.

### Core Competencies

*Training Needs Assessments • Program & Curriculum Design • HR Operations • Compliance Management  
Onboarding • Customer Service • Performance Improvement & Change Management • Strategic Planning • Scheduling  
Team Building & Leadership • High-Performance Culture • Coaching • Innovation • Presentations • Communication*

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## PROFESSIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

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**BURLINGTON STORES**, Burlington, NJ

2022 – Present

*Burlington Stores is a nationally recognized off-price retailer with over 900 stores.*

**Associate Engagement Manager**, 2024 - Present

Selected to enhance New Hire Program and onboarding process covering over 60K team members in Corporate Office, Stores, and Distribution Centers with focus on increasing employee engagement, retention, and culture. Design and administer Associate Engagement Survey; conduct weekly New Hire Orientation sessions.

**Instructional Designer**, 2022 – 2024

Designed and delivered training courses supporting Corporate office with over 3K team members. Served as liaison with internal departments and Learning and Development department with emphasis on creating new company-wide e-learning classes; successfully led multiple training projects.

- **Exceeded performance goals** through effective cross-departmental collaboration; **recognized with Burlington Spotlight Award** (2022).

**TORRENT PHARMACEUTICALS INC.**, Levittown, PA

2020 – 2022

*Torrent Pharma is a multi-national generic pharmaceuticals and over-the-counter (OTC) company.*

**Training Specialist Consultant**

Hired to provide key support to Training Department encompassing design and implementation of new Learning Management System (LMS) for new manufacturing facility involving development of training curriculum and materials and compliance management of team members; fostered and managed relationships.

- **Designed customized training sessions, materials, and assessments; increased compliance of standard operating procedures (SOPs)** by creating Performance Improvement Program.
- **Created and managed content for Master Control LMS** – developed training SOP and courses.
- **Improved leadership development skills for management**; designed Leadership Program surrounding 4 skill subjects: Communication, Problem Solving, Team Building, and Interpersonal Skills.
- **Established structured onboarding process** by developing New Hire Orientation Program.

**GUARDPRO SECURITY INC.**, Fort Washington, PA

2001 – 2019

*Guardpro provided in-person security guard services within the tri-state area; company sold in 2019.*

**Director of Human Resources and Training (Business Partner)**

Oversaw HR and Training operations including development and execution of strategic plan, talent acquisition and management, training and development, workforce planning, succession planning, performance management, payroll, employee relations, and compliance; supervised 12 direct reports with management of 60 team members. Served as member of Executive Leadership Team; key contributor with expanding organization from 3 to 15 sites.

- **Designed and administered training courses** for new and existing team members, including onboarding, performance management, team building, leadership, discipline, and operational policies and procedures;
  - Customized training curriculum to meet clients' and site-based managers' compliance requirements
  - Created and maintained New Jersey state required licensure training program
- **Enhanced HR operational efficiencies**; improved policies, processes, and updated employee handbook.
- **Increased employer branding and diversity, equity, and inclusion (DE&I)**; expanded talent pipeline by successfully transforming recruiting process to 100% digital.
- **Improved employee satisfaction and retention** by instituting training and development, positive employer-employee relationship, and promoting high level of employee morale and motivation.
- **Developed team members into leadership roles** through training, coaching, and mentoring.

**THE VANGUARD GROUP**, Malvern, PA

1995 – 2001

*Vanguard is one of the world's largest investment companies.*

**Instructional Designer**, 2000 – 2001 | **Corporate Trainer**, 1998 – 2000

Led development of training courses with responsibility for improving operational and team member performance; identified performance needs and recommended strategic learning solutions; collaborated with subject matter expert (SME) and transformed content into training materials. Managed teams associated with special projects involving training programs; served as member of Hiring Committee; built and managed relationships.

- **Optimized customer service and phone center efficiencies during organizational expansion period; designed training curriculum on various topics and performed training sessions**, including new hire orientation, customer service, and operational and technical processing.
- **Created new Training Maintenance Department and established quality review and maintenance process of all training classes**; developed and implemented new instructional courses.
- **Improved New Hire Orientation training effectiveness**; designed new program with flexibility of instructing each major subject independently or together as whole group.

**Prior experience at The Vanguard Group:**

- **Assistant Manager, Processing**, 1996 – 1998 | **Customer Service Representative**, 1995 -1996

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## EDUCATION & CREDENTIALS

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### Master of Education in Instructional Systems

Penn State University, Great Valley, PA

### Bachelor of Arts in Communications

West Chester University, West Chester, PA

### Technical Skills

Microsoft Office Suite • Adobe Captivate • Camtasia • MasterControl LMS • MS Project  
Learning Management Systems • Google Suite • Oracle • QuickBooks • MS Teams

### Affiliations | Community Service

Member, Association for Talent Development (ATD) • Volunteer, Mattie N. Dixon Community Cupboard