

Michelle (Shelley) Davis
214-796-4274 | davis.shelleyr@gmail.com | Shepherd, Texas
www.linkedin.com/in/shelleydavistexas

Summary

Strategic learning leader with over 25 years of experience transforming enterprise training programs across global organizations, applying the ADDIE model - Analysis, Design, Development, Implementation, and Evaluation. Proven expertise in SAP education, software training, and organizational enablement with a passion for turning complex systems into intuitive, impactful learning journeys with systematic and iterative approach ensuring training aligns with business objectives. A trusted advisor and cross-functional collaborator who brings vision, structure, and measurable results to every engagement—from Fortune 500 companies to growth stage tech firms. Specializes in scalable training strategies, remote learning ecosystems and change management initiatives that boost adoption, retention, and performance.

Professional Experience

Nov 2024 to present

Currently on a hiatus for aging family members health and wellness.
Personal development and continued learning environments
Volunteering in the Texas Flood areas where I can be of assistance

Worksoft – Addison, Texas, United States

Education and Training Director | Jul 2023 – Oct 2024

- Spearheaded comprehensive training programs, resulting in a 25% increase in employee skill proficiency across the organization.
- Managed \$500K curriculum development budget and reduced time-to-market by 30% through strategic coordination with subject matter experts.
- Developed data-driven strategies to meet evolving learner needs based on in-depth research and stakeholder feedback.
- Implemented procedural improvements leading to a 30% boost in participant engagement and knowledge retention.
- Led creation of training materials that enhanced sales team effectiveness and accelerated onboarding timelines.

- Worked on timeline to include Gamification and Simulations into eLearning platform as Worksoft continued to grow
- Directed customer and partner education initiatives aligned with corporate objectives and emerging industry trends.
- Adapting Microlearning and interactive video learning formats into eLearning initiatives

Sr. Software Trainer | Mar 2019 – Oct 2024

- Facilitated hands-on SAP software training for 500+ users across 20 enterprise clients, improving system proficiency and confidence.
- Designed procedural workshops for 1,000+ users at 50 sites, increasing adoption rates by 25%.
- Utilized DominKnow One to create dynamic eLearning content and simulations tailored to user roles and workflows.
- Adapted rapidly to full remote delivery without disruption to quality or project timelines, exemplifying agility and commitment.

Apr 2018 – Mar 2019

Raising 2 high school foreign exchange students and learning AI to join Worksoft when a position became available.

Dependable Solutions Inc. – Flower Mound, TX

Client Services Account Manager | May 2016 – Apr 2018

- Delivered 24/7 software support and custom training, driving widespread adoption and productivity gains.
- Created detailed process documentation to foster cross-functional alignment and reduce system errors by 35%.
- Streamlined release documentation and JIRA processes, enhancing visibility and accountability across teams.
- Reported key insights and KPIs weekly to senior leadership, enabling proactive course corrections and strategic decision-making.

Jan 2013 – May 2016

My Computer Career – full time attendance – Certifications received CompTIA, Java and Microsoft

Staying home to raise my middle/high school child

Lhoist North America, Inc - Three Pillar – Fort Worth, TX

Technical Consultant – SAP Trainer, BI Help Desk & IT Special Projects Consultant | Jun 2011 – Dec 2012

- Managed NetWeaver DMS administration, ensuring proper access controls and adherence to documentation standards.
- Designed training programs and schedules using Access Database Scheduling Tool, supporting multiple user roles.
- Produced internal HR training videos using Microsoft Moviemaker to support recruiting and onboarding.
- Developed SAP eLearning courses and simulations using RWD uPerform, integrated into company-wide onboarding and help systems.
- Built a sustainable Super User Network based on performance metrics to provide decentralized support post-deployment.

PepsiCo – KTek Solutions – Plano, TX

Technical/SAP Deployment Training Lead – Consultant (Contract) | Jun 2010 – Oct 2010

- Collaborated with IT Communications to craft and deploy a comprehensive IT training and communications plan.
- Facilitated Train-the-Trainer sessions with a focus on effective presentation and engagement techniques.

Commercial Metals Company – Irving, TX

Information Technology Curriculum Analyst & SAP Trainer | Dec 2008 – Feb 2010

- Managed SAP training for 10,000+ employees from design through delivery, ensuring knowledge retention and system utilization.
- Administered the uPerform tool for documentation publishing and standardization across IT curriculum.
- Led curriculum review and approval for enterprise software including SAP, Windows, and inhouse applications.
- Performed training system usage analysis to evaluate adoption and ROI.

Peavey Electronics – VSS, Inc. – Meridian, MS

SAP SD Technical Change Lead / SD Functional Consultant (Contract) | Apr 2007 – Jun 2007 •

Designed help desk processes that improved first-call resolution by 40%.

- Trained users on advanced SAP Sales and Distribution (SD) functionality to improve order processing and data accuracy.

- Implemented change management communications to foster smooth transitions and user adoption.

Aker Marine Contractors – Contract Role

Change Management Consultant | Oct 2006 – Jan 2007

- Expanded training program frameworks and led classroom logistics.
- Developed custom manuals and practice activities to reinforce SAP learning and system readiness.

RCG Information Technology – Houston, TX

SAP Change Management Consultant (Contract) | Jun 2006 – Oct 2006

- Engineered training strategy supporting 500+ employees and driving 40% attendance improvement.
- Created end-user training content tailored to roles and business processes across departments.

Comsys – Appleton, WI

Trainer (Contract) | Jan 2006 – May 2006

- Led in-class and one-on-one SAP training sessions, achieving 95% participant satisfaction.
- Authored end-user guides and activities that accelerated learning and knowledge retention.

Summit Electric Supply – Albuquerque, NM

Training Developer (Contract) | Aug 2005 – Oct 2005

- Managed training program planning and execution across business units.
- Supported pricing and sales training to empower super users and enhance operational outcomes.

SAIC – Clear Lake, TX

SAP PTP Application Support Specialist & Trainer / Help Desk Consultant | Feb 2001 – Jun 2005

- Provided expert-level functional support in SAP Purchasing, Accounting, and Budget modules.
- Redesigned SAP Help Desk system, reducing ticket resolution time by 40% and boosting satisfaction by 25%.

Avaya Communications – Denver, CO

SAP SD & WM Training and Deployment Consultant (Contract) | Feb 2001 – Apr 2002 •

Trained employees on SAP SD, MM, and WM modules, raising user efficiency by 30%.

- Developed reference guides and call center curriculum to cut average call time by 20% and reduce escalations by 25%.

Halliburton – Houston, TX; Europe & Africa

**SAP Global Business Development Coordinator & SAP SD/MM Deployment & Conversions
Lead & SAP Pricing Lead | Jun 1995 – Dec 2000**

- Led master data and BOM cleanup to support global material management integrity.
- Developed detailed customer invoicing formats based on regional service needs.
- Created global SAP Help Desk and onboarding training for MM and SD functions.
- Designed and deployed pricing systems for US, Europe, and Africa in collaboration with regional marketing teams.

References upon request