



Brandon Carson

Global Talent
Development Leader

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A strategic and accomplished **Talent Development Leader** with extensive experience in creating global workforce development strategies, leading small and large teams, and implementing learning technology at scale.

- Built L&D organizations modernizing their approach with new design and delivery technologies and methodologies while increasing business impact and reducing overall L&D expenditures.
- Developed new and integrated operational processes to drive deeper business alignment, mitigate business risk, and maximize talent development.
- Led large-scale learning business transformation strategies, resulting in more data-informed operations that closely align to impact drivers.
- Led major program initiatives (including mobile, social, VR, and other technology-based learning programs) for global workforces, implemented L&D restructuring and optimization, and designed and integrated data-driven metrics to demonstrate L&D effectiveness as a business.
- Transformed leader development at Delta Air Lines with a 12-month MBA-like digital learning experience for 1,000 first-level frontline leaders.
- Introduced VR training for aircraft safety at Delta Air Lines resulting in reduced on-the-job training with live aircraft.
- Transformed learning technology at Home Depot by delivering an in-aisle mobile learning app to all store associates increasing product knowledge and sales readiness.
- Redesigned Microsoft's call center training academy reducing a 32-day Live Classroom experience to a blended model with eLearning, Live Virtual, and in-system learning experiences to reduce seat time for training by 50%.
- Led the SMB sales training strategy for Apple's non-US retail group for iPad, iPhone, and Mac products.
- Delivered Engineering Bootcamp onboarding experiences to Yahoo! global engineers resulting in faster first-push of code.

- Led leader development strategies, succession planning, capability benching, 360 assessment strategies, workforce planning, and partnered in overall talent management processes.
- Led large teams with >6 directs and >54 indirects.
- Expert in smaller, nimble technology companies as well as large, highly matrixed companies.
- Led vendor management, relationships, and budgets in excess of \$12mn per year.
- Author of two books on the impact of the digital age on corporate learning.
- M.Ed in Learning Technology, BA in Business.
- Public speaker.
- Key skills: Strategic Planning, Process Optimization, Aligning KPIs to Workplace Performance, Team Leadership, Change Management, Talent Planning, Coaching/Mentoring, L&D Design, Development, Delivery, and Measurement