

Sarah Lloyd Favaro

+1-703-975-1564 | sarahlloydfavaro@gmail.com | LearnBold.com | linkedin.com/in/sellloyd | Public Trust Security Clearance | US-EU citizen | English, French, Italian, and Spanish

Results-driven global technical Program Management Office (PMO) leader with hands-on experience in enterprise digital and business transformation, Organizational Development (OD), Organizational Change Management (OCM), Responsible AI (RAI) & Data Science, Business Process Reengineering (BPR), Governance, Risk, & Compliance (GRC), consulting, client enablement, user adoption, and Learning & Development (L&D).

Areas of Expertise: Program & Project Management • Strategic Consulting • Responsible AI Programs • Governance, Risk & Compliance • AI & Data Literacy Solutions • AI Workforce Strategy • Software Development Lifecycle (SDLC) & Agile • IT System Deployment • Digital User Adoption • Stakeholder & Executive Partnerships

Founder, Responsible AI Consultant | LEARN BOLD – Global RAI L&D | 2018-present | Washington DC

- Support corporate, public sector, and NGOs (e.g., Verizon, USAID, Ministry of Education of Morocco, The Training Associates) accomplish digital transformation, OCM, education campaigns, and RAI innovation.
- Provide RAI strategy consulting, governance planning, workforce readiness solutions, OCM & L&D E2E services.

VERIZON (VZ) | Washington DC Metro Area

Associate Director - Partner Governance, Certification, and Management | 2022-7/2024

- Established *L&D Partner Governance & Ops*, achieving 11% Net Promoter Score (NPS) increase, 95% average assessment score, & 4.8/5 learner satisfaction across 466 new hire classes within 1st year in role.
- Led team of 7 Program/Project Managers, governance managers, consultants, and trainers in US, Philippines (PH), and India (IN) to oversee global vendor workforce training for 7949 customer service agents.
- Launched 12 new VZ customer centers and vendor teams in PH, IN, Costa Rica, Mexico, & US within 9 months.
- Conducted 1012 partner trainer observations in 2023 across 5 global partners & 11 international sites for 14 roles.
- Authored *Partner Workforce Governance Framework, Playbook, & Standard Operating Procedures (SOPs)* to mitigate co-employment claims and navigate international regulation and employment law.

Senior Manager - Instructional Design and Development Studio | 2021-2022

- Directed team of 7 Project Managers and consultants to develop L&D and OCM solutions for VZ Business.
- Achieved quarterly churn reduction (1.5% to 1.4%) & 11.4% YoY customer disconnect reduction by heading Loyalty Upskilling across 2256 Business & Government Customer Operations agents.
- Overhauled 4-week flagship VZ Business Global Customer Operations onboarding program, incorporating AI Agent Assist, a T3 program, and the re-certification of ~60 global partner trainers.
- Retained \$21M annual revenue by rapid-developing 5 new hire courses for Verizon Connect roles at global Accenture workforce to migrate 70K vehicle devices to 4G.
- Eliminated Level 0-2-only project workload (39 to 0%) by requiring Level 3-5 (ROI Methodology®) for project approval and a training effectiveness evaluation plan per project.

Senior Manager & L&D Business Partner, Global Performance Consulting, Strategy, & Delivery | 2019-2021

- Launched Verizon's inaugural *Data Science Academy* across 120K workforce, certifying 713 in initial cohort and 3849 to date, and secured C-suite sponsorship for Annual *DSA Hackathon*.
- Led performance consulting team of 11 plus 30+ via matrix management for 12K+ workforce, supporting digital and business transformation initiatives.
- Developed Customer Care *JUMP IN* program, resulting in YoY 3 to 0 drop in executive escalations, increased Quality Review scores (62% to 83%), and improved Employee Experience (EX) score 4 quarters in a row.
- Generated 6-fold surge in demand for VZ-proprietary Customer Methodology Virtual Reality (VR) program from 600 to 3500 headcount across 4 continents, enhancing customer experience and leadership development.
- Jumpstarted inaugural Public Sector Customer Success Manager (CSM) role headcount from 0 to 33 by leading a program team to create & execute a 3-wk onboarding, foundations, and on-the-job-training (OJT) program.

Program Manager (PM) and Senior Consultant | Verizon Wireless Business Agent Program | 2018-2019

- Architected new indirect B2B sales channel learning roadmap and program including *Verizon Wireless Business Agent Certification* and governance framework for Master Agents and Sub-Agents.
- Managed governance, training, sales enablement, & KPIs for channel, overseeing 1000s of sub-agents.

L&D Director | US DEPT OF HEALTH & HUMAN SERVICES | 2017-2018, Washington DC

- Directed OCM, Knowledge Management (KM), and L&D strategy & ops via team of 5 directs plus 12 SMEs, consultants, and design staff for the HHS Enterprise Human Capital Management system implementation (cloud Oracle PeopleSoft 9.2 transition), achieving 90K user adoption.

Project Manager - L&D Consultant | FEDERAL MANAGEMENT PARTNERS | 2017, Arlington VA

- Designed and executed 3 projects in parallel: (1) Training & documentation package for cloud-based Head Start Monitoring System at Dept of Health and Human Services, (2) 5-day corporate *Data & DevOps Boot Camp* (data analytics, BI, data modeling, data science, data integration), and (3) Digital Adoption Platform implementation plan for client digital transformation including vendor evaluation, client demos, & acting as user adoption SME.

Enablement, Training, & Documentation Manager | NATURAL INSIGHT | 2014-2016, Sterling VA

- Established and led 4 new functions – Enablement, Training, Documentation (Technical Writing), and Communications – at global provider of workforce management SaaS.
- Authored product technical documentation including API calls and erected help site in 4 languages via CMS.
- Determined release and sprint plans as SDLC (Agile) core team member.

Project Manager (PM) - Account Manager | FLEXPROFESSIONALS | 2013, Washington DC

- Oversaw 20 accounts while controlling web development project lifecycle for ~ \$1M/year budget.

Instructional Designer & Developer - Content Strategist | HR AVATAR™ | 2012, Vienna VA

- Developed & project-managed E2E production cycle for interactive HR & training apps providing personalized engagement & data reports – candidate assessments, simulations, virtual role-plays, situational judgment tests.

Director of Educational Publications | LIGHTHOUSE INTERNATIONAL | 2002-2005, New York NY

- Overhauled library of 1000s of © print formats to accessible web formats – e.g., VisionConnection.org.
- Managed as Managing Editor 2 professional journals and authored and published 11 scholarly articles.

Senior Technical Trainer; Director, L&D; Director, Operations; Director, Curriculum (Successive Promotions) | WESTLAKE INTERNET TRAINING | 1999-2001, New York NY and Washington DC

- Led launch of 18 new courses (including 3 self-authored) and 23 re-editions, generating an additional \$50K & 27 course days per month while leading team of 3 curriculum managers plus 20 writers, editors, and SMEs.
- Handpicked by HQ to open and manage new NYC office (team of 6) and oversaw national trainer assignment & career trajectories for 20 trainers out of 5 US offices.
- Trained 1500 clients nationwide (J&J, Ford, US Army) receiving NY's highest CSAT rating (4.8/5) vs. firm's (4.6/5).

CERTIFICATIONS & AWARDS

Artificial Intelligence Governance Professional (AIGP), IAPP, Expected Completion 8/2024

Generative AI for Executives and Business Leaders, IBM; **Generative AI**, GOOGLE CLOUD: Certifications 2024

Data Science Academy Super Learner Award (1 of 10 awarded out of inaugural cohort of 713), VERIZON, 2020

Executive Data Science Specialization, JOHNS HOPKINS UNIVERSITY, Baltimore MD, 2020 - Data Science & AI

Performance Consulting Certification, PARTNER FROM THE START, Cathy Moore, 2021 - Solving Performance Gaps in Corporate, Government, and Education

EDUCATION

Statistics, Research Methods, and Internship: Research Psychology, CATHOLIC UNIVERSITY OF AMERICA, Washington DC – half-tuition merit scholarship (courses + Graduate Seminar) and 6-month research internship towards MA.

Dual BA in Psychology and French Language & Literature, UNIVERSITY OF VIRGINIA, Charlottesville VA