

# ANGIE JACOBUS

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## SUMMARY

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Learning and Development professional with the ability to combine creativity, strategy and execution resulting in award-winning programs with tangible results, serving as a leader, developer, instructional designer and project manager. Consistently develop and implement strategies that drive performance metrics and deliver top line results. Known for people development with extensive experience in hospitality and retail industries.

## KEY AREAS OF EXPERTISE

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- Learning & Development
- Strategy Development
- Project Management
- Change Management
- Media Production
- Internal Communications
- People Development/  
Succession Planning/  
Career Development
- Team Member  
Engagement
- Guest Engagement

## PROFESSIONAL EXPERIENCE

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Brinker International

**Sr. Director, Learning & Development, Team Member & Guest Experience**      October 2019- June 2020

- Led and inspired a team of 42 across multiple departments: L&D, Events & Production, Guest and Team Member Relations
- Led and continuously improved the development and implementation of all training content – paper, digital and facilitated - for all levels of the organization - restaurant hourly and management teams (50K employees) and corporate office team (500 employees)
- Directed team that plans, develops and implements all video content, leadership conferences and corporate office events that drive employee engagement and retention
- Supervised team that investigates complex employee relations issues and makes recommendation on course of action with effective resolutions, applying knowledge and understanding of company policies and employment law
- Managed team that processes 700-1000 points of feedback from customers daily to improve response time and resolution by ensuring the guest returns to Brinker Restaurants
- Provided insights and trends to executive team from guest and employee perspective to propose solutions to business needs, anticipate future needs and provide corrective actions when needed

**Director, Learning & Development, Chili's**

February 2016 - October 2019

- Led the overhaul and transition of all paper-based training to mobile friendly, easily maintained, nimble digital content with a focus on speed to productivity and sustaining/improving performance
- Responsible for the creation, implementation and analysis of the effectiveness of all training content for all levels including new hire orientation, positional training, leadership development
- Orchestrated yearly "All Team Member Meeting" for 50K employees, simultaneously broadcast across the US to educate on companywide initiatives and set clear expectations in a fun and engaging one-hour training.
- Development and testing of strategic initiatives for Chili's and Brinker
- Applied both ADDIE (Analysis, Design, Development, Implementation and Evaluation) and SAM (Successive Approximation Module) methodology as appropriate for the projects

**Sr. Manager, Product Learning & Development, Chili's**

November 2013 – January 2016

- Managed for detailed product training for all new food and beverage items
  - Ensured consistent implementation of brand wide launch of new products at over 1,400 restaurants
  - Managed the development of training materials for 3-4 multimarket tests of new food and beverage each quarter
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**Chili's and Maggiano's Brand Communications Manager**

October 2008 – November 2013

- Designed effective communication vehicles to maintain and improve workflow of operations for all internal messaging for Chili's and Maggiano's
- Applied project management principles, brands, and techniques to improve processes and systems
- Managed all brand communication processes including brand Intranet page, weekly operations newsletters, and all email from Leadership to ensure consistent and appropriate messaging, support training initiatives with internal messaging and process reinforcement

Zale Corporation

**Curriculum Designer/ Training Specialist**

August 2004 – October 2008

- Developed and delivered learning strategy and content for store operations, call center, technical, and professional development
- Development and delivery of Leadership Program targeting high performing store managers for development of multi-unit manager bench strength
- Project Leader for the implementation of the OLM (Oracle Learning Management) System and manage the administration of the OLM System
- Delivery of training in the general office including New Employee Orientation, Diversity and Inclusion, Sexual Harassment and Franklin Covey "Focus: Achieving Your Highest Priorities"

Dave & Buster's

**Sales and Service Regional Training Manager**

February 1997 – August 2004

- Conducted store visits to evaluate service levels and determine sales opportunities. Identified training solutions to address negative sales trends and service opportunities
- Provided information to stores within regions on staffing turnover trends and support retention initiatives.
- Evaluated and ensure proper execution and documentation of hourly training programs
- Visited stores to facilitate training material, conduct Train the Trainer classes, follow-up on training roll-outs and conducted Training Audits (30-60-90) with new staff members
- Conducted the training and roll out of all new system implementations including Supply, Inventory and Ordering, Point of Sales, Banquet Event and Clientele Tracking and Time Management/ Payroll

**AWARDS**

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- Brandon Hall Excellence in Learning Gold - Best Use of Mobile Learning, 2019
- Brandon Hall Excellence in Learning Gold – Best Use of Video, 2019
- ATD Axis Award – Best in Show, 2019 (<https://www.taddallas.org/2019-Winners>)
- ATD Axis Award – First Place Design & Delivery, 2019
- ATD Axis Award – Second Place Leadership Development, 2015
- ATD Axis Award – Second Place Change Management, 2015

**CERTIFICATIONS**

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- Bergerac Trainer Talk: Training and Facilitation Skills
- Franklin Covey Certification
- DDI – Development Dimensions International Certification

**EDUCATION**

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UNIVERSITY OF NORTH TEXAS, Denton, Texas

**Bachelor of Science, Rehabilitation Studies, 1993**

**Master of Science, Kinesiology, 1996**

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