

Patti Davis

direct2patti@gmail.com

469-371-1125

Portfolio site – geauxdesign.com

Highly experienced professional with a demonstrated record of success in Management of Learning and Development (L&D) Teams/Departments, Instructional Design (AI technology), Operations Support, Human Resources Systems, and IT/POS Implementations. Proven ability to operate as a strategic partner and tactical advisor to employees at all levels. Recognized for finding efficient, effective, and profitable ways to achieve world-class service results.

- **15+ years of experience** creating visually impactful training content, utilizing graphic design, eLearning, and videos.
- Expertise includes food and beverage training, operations, HR, training design, new store openings, and IT solutions implementation.
- Extensive experience with **RFP, implementation, and development of Learning Management Systems (LMS)**.

Strategy & Leadership	Learning Technology	Operations & Design	Certifications
Team Development	LMS Administration and Implementation	Instructional Design	Lean Management Processes
Mentoring	Graphic Design, eLearning, Video Production, and Animation	F&B and Retail Operations	DDI, Dale Carnegie, Franklin Covey and Achieve Global
Leadership Development	Internal Communications	New Store Opening Programs	LeCordon Bleu Food Photography

Professional Experience

Modern Training and Development – (Boutique Training Design Firm) LX Designer and Media Specialist (Nov 2023 – Apr 2026)

- Returned to training design roots, leveraging the latest advancements in learning development technology for content creation.
- Applied imagination and design expertise to craft exceptional training materials utilizing today's technology, including AI training technology methods.

Client work dependent on F&B/Retail market needs

The ONE Group – Support Center (STK & Kona Grill) Director of Training (July 2022 – Nov 2023)

- Managed the Wisetail LMS administration, video training creation, and team enhancement programs.
- Led the development of Certified Training Restaurants, Certified Server Programs, Food & Beverage rollouts, and Manager in Training programs.

Moved back to Allen, TX Nov 2023.

Corner Bakery Cafe - Corporate (Food & Beverage)

Training and Ops Services *(Jan 2022 – July 2022)*

- Authored instructional design content for all new cafe opening programs, hourly employee training, and Manager development programs.
- Developed comprehensive training packages, including all online LMS modules, video production for new food item rollouts, and critical employee communications.

Moved to Denver, CO July 2022

Toyota – Connected Services (1 Year Contract)

Service Operations Instructional Design *(Dec 2020 – Dec 2021)*

- Identified opportunities within **Salesforce** to streamline processes and procedures for call center agents receiving telematic calls.
- Designed and developed training programs to support the deployment and continuous development of telematic enhancements.

Contract ended and work was complete

ClubCorp (Multi-Unit Retail, Food & Beverage, and Club Operations)

Sr Director of Learning and Development *(Nov 2019 – Feb 2021)*

- **Created and implemented a COVID-19 Playbook** for over 20,000 employees.
- Implemented the new Learning Management System, branded as ClubLearn.
- Designed the **RISE** program (*Recognizing Individual Strengths to Elevate*), a proprietary leadership development training in conjunction with leaders at UNLV.

Offer presented to work for Toyota from previous Director

Del Frisco's Restaurant Group – (Food & Beverage - 4 Concepts) Director of Training *(Sept 2018 – Nov 2019)*

- Managed the development of all training content, including videos, recipes, and communication materials for four distinct brands.
- Designed and implemented internal communication platforms using **SharePoint** to create a communication "one stop shop" for all brands.

Concepts purchased by Landry's in Nov 2019 and moved offices to Houston, TX

Cotton Patch Cafe - (Food & Beverage)

Director of Training and Ops Services *(Nov 2015 – May 2018)*

- Managed all training content development (videos, recipes, and communication) for 52+ locations.
- Directed and led all field trainers, new store opening trainers, and the corporate warehouse team.

Concept leadership change created movement in organizational structure

Education

- **LeTourneau University** – Business Management coursework
- **Longman College** – Texas Real Estate license courses
- **LeCordon Bleu** – Food Photography Certification