Landon Alexander

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# Professional Summary

Learning & Development strategist with 16+ years of experience driving organizational growth, employee retention, and client engagement through innovative training and cultural transformation. Proven ability to design scalable learning systems, optimize operations, and align culture with business goals. Trusted advisor to executives and frontline leaders, delivering measurable ROI through leadership coaching, KPI-driven strategies, and people-first design.

# Core Competencies

Learning Strategy • Talent Development • Client Journey Design • Employee Retention • ADDIE & Agile Training • Leadership Coaching • KPI Optimization • HRIS & LMS • Change Management • Community Engagement • Event Strategy

# Professional Experience

**Peachy — Learning & Development Lead | Traveling Company Trainer**

**New York, NY | 2022 – Jan 2024**

• Engineered FOH training adopted across all markets, cutting ramp-up time and creating consistency across multi-state teams.  
• Produced training book and welcome video; coached managers on inclusive leadership, improving engagement scores.  
• Increased client review returns by 2000%, directly boosting revenue and brand reputation.  
• Partnered with executives to align learning programs with rapid expansion goals, ensuring scalability and compliance.

**Peachy — Regional Operations & People Manager**

**New York, NY | 2022 – 2024**

• Optimized multi-studio operations across NYC, achieving 60% KPI alignment within 2 quarters.  
• Standardized scheduling, sanitation, and service delivery, raising efficiency and satisfaction scores.  
• Strengthened retention and morale as cultural liaison during high-growth expansion.

**The Marlton Hotel — Operations & Client Success Lead**

**New York, NY | 2019 – 2021**

• Shortened guest wait times by 40% and improved workflow efficiency by 90% through real-time data analysis.  
• De-escalated complex client issues, preserving luxury brand reputation and converting dissatisfied guests into repeat clients.  
• Architected client relationship strategies that fostered long-term loyalty and high-value partnerships.

**Cricket Wireless — Learning & Development Strategist | Regional Operations Manager**

**Missouri | 2017 – 2019**

• Orchestrated a 10-day brand activation at a 33,000-person event, managing all facets of the operation from pre-event talent acquisition and training to on-site sales, team management, and customer experience. This initiative drove a record-breaking increase in new clients, securing sales figures that significantly surpassed the previous year and yielded a high return on investment (ROI).  
• Reduced new-hire ramp-up time by coaching and mentoring high-performing retail teams.  
• Directed a philanthropic mental health campaign, mobilizing award-winning teams and strengthening employer brand.

**Bank Midwest — Brand & Community Engagement Strategist**

**Marshall, MO | 2013 – 2016**

• Rebuilt trust and market presence during a reputational crisis, restoring brand equity through a multi-channel engagement strategy.  
• Created fundraising galas, immersive campaigns (Haunted House, Alice in Wonderland Activation), and college partnerships, driving 17–25% YoY growth.  
• Earned two consecutive internal awards for cultural revitalization and measurable impact on community relations.

**Missouri Valley College / Broadway Bound Dance — Program Director, Curriculum & Talent Development**

**Marshall, MO | 2007 – 2017**

• Expanded collegiate competitive dance program by 300% in year one, sustaining 20% annual growth despite roster caps.

• Architected a scalable talent development framework that integrated instructional design, performance coaching, and curriculum management to foster a culture of continuous improvement.  
• Mentored and coached a team of 150+ high-performing individuals, with a focus on skill development and career progression. This led to a team that consistently exceeded competitive and performance goals.  
• Produced large-scale events for 500+ audiences, managing budgets, logistics, and staff.

# Education

BA, Theater & Dance — Missouri Valley College

MBA — In Progress

# Technical Skills

ADP • JustWorks • BambooHR • Salesforce • Homebase • Learning 360 • Gladly • Google Workspace (Suite) • Zoom • Slack • Canva • Teams • Microsoft 365