









Angelica "Angie" Janer

OCM Lead · Learning & Enablement Leader · Digital Transformation

PROFESSIONAL SUMMARY

15+ years enabling workforce adoption for Salesforce, SAP, and Oracle cloud transformations across public sector, retail, and healthcare. Owns full-scope OCM — stakeholder strategy, comms, readiness, change networks, adoption governance — alongside enterprise curriculum design and delivery.

IMPACT BY THE NUMBERS

 50K+ Users trained across enterprise rollouts	 70+ NPS Deliver increase in knowledge consumption	 60% Reduction in new-hire ramp time
 10+ Program scale supported end-to-end	 6M Direct budget ownership & governance	 35k+ OCM support as part of GovCloud delivery

PROFESSIONAL EXPERIENCE

Deloitte Consulting LLP Jul 2022–Present
Senior Consultant — Human Capital, OCM & Enablement

As a Technologist and Learning leader at Deloitte, I specialize in driving organizational enablement for complex business and technology transformations, with a focus on delivering enterprise-wide Cloud solutions such as Salesforce, SAP, and Oracle. My role centers on fostering adoption and enterprise cloud readiness to support the evolution of the digital workforce.

With extensive experience in Salesforce CRM and digital transformation, I focus on aligning technology implementations with organizational goals to enhance productivity and service delivery. My work is driven by a commitment to equipping teams for success in a rapidly changing digital landscape.

Saks Fifth Avenue Apr 2021–Jul 2022
Learning & Knowledge Manager

- ▶ Led Salesforce myTrailhead LXP implementation; deployed **58+ modules in 120 days** for 1,000+ agents and global BPO partners.
- ▶ Overhauled knowledge base — **600%+ increase** in consumption; redesigned onboarding for **60% ramp reduction**.
- ▶ Supervised 5 direct reports; oversaw 30+ trainers globally.

MHK Oct 2018–Feb 2021
Training Specialist / Instructional Designer Lead

- ▶ Owned 3–4 annual LMS enhancement and integration projects; increased learning engagement by **60%** through data-driven action planning.
- ▶ Produced ILT libraries, eLearning (Articulate, Captivate), assessments; mentored staff; ensured regulatory compliance.

Ashley Furniture Industries Oct 2017–Jul 2018

Instructional Designer / Salesforce Learning Manager

- ▶ Partnered with CRM Product Manager and engineers to shape platform rollout — **30% reduction** in CRM service delivery issues.
- ▶ Designed Train-the-Trainer for national leadership; developed Rise360, Storyline, and Adobe CC eLearning for the full CRM content lifecycle.

Earlier Roles 2005–2018

Sr. Multimedia Designer · USF Instructional Designer · FL DOE Spanish Teacher

- ▶ Conversion +15% via multimedia content strategy (BayFurnishings); online course design and faculty PD (USF); 7 years K-12 instruction with 12-person team coaching (FL DOE).

EDUCATION

M.A. Adult & Continuing Education
University of South Florida

Grad. Certs: HRD & eLearning
University of South Florida

LANGUAGES

English Native Spanish Fluent

CONTACT

LOCATION

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OCM & CHANGE

- Stakeholder Strategy
- Comms Planning
- Change Impact Assessment
- Readiness Governance
- Resistance Management
- Change Networks
- Adoption KPIs
- RAID Management

LEARNING & ENABLEMENT

- Curriculum Design
- ILT & eLearning
- Train-the-Trainer
- LXP / LMS
- Digital Adoption
- Agile / Design Thinking

CERTIFICATIONS

- ▶ Salesforce Admin
- ▶ Salesforce Associate
- ▶ Salesforce Associate AI
- ▶ Salesforce Ranger Rank
- ▶ *Agentforce Specialist (in progress)*
- ▶ Certified Scrum Master (CSM)
- ▶ Quality Matters APPQMR/PRC
- ▶ Deloitte Virtual Facilitation