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Talents Gallup CliftonStrengths® assessment



STRATEGIC

Striving to remain multiple steps ahead and ensuring there's a clear vision + concept for the work; looking well beneath the surface of a problem to address the underlying dysfunction.



INDIVIDUALIZATION

Constantly challenging traditional "one size fits all" approaches to adult learning, regardless of scope or scale; prioritizing any opportunity to provide a sense of choice or autonomy.



SIGNIFICANCE

Seeking ways to differentiate myself and my work output, through thoughtfulness and attention to even the slightest detail that can take a project from acceptable to exceptional.



CONTEXT

Taking the time to reflect on the past in an effort to make sense of the present, and better decisions for the future; endlessly fascinated with social structures and the things that make a person "tick."



RELATOR

Using vulnerability and empathy as tools to build relationships founded on trust, credibility, and respect; reminding others that we as humans have much more in common than we do differences.

Education



PennWest University - Edinboro

Erie, PA | 2007 - 2009
Photography + Print



La Roche College

Pittsburgh, PA | 2005 - 2007
Graphic Design

Influences My point of view, as shaped through these texts.



Made To Stick | Chip & Dan Heath, 2007



The Oz Principle | Connors, Smith, Hickman, 1994



But What If We're Wrong? Thinking About the Present As If It Were the Past | Chuck Klosterman, 2016



Ways Of Seeing | John Berger, 1972



The Tipping Point: How Little Things Can Make a Big Difference | Malcolm Gladwell, 2000

Inter-team Dynamic OAD™ assessment



ARCHITECT

Persuasive, optimistic, and upbeat. Self-assured, independent, and driven, with an innate sense of urgency and focus on the "bigger picture."

Experience

CAVA

CAVA Group (2019 - 2025)

Manager, Learning Experience (2021 - 2025)

- Led a team of 2 content specialists + 1 coordinator; produced instructional and quick reference materials - both in digital and printed mediums - serving 10,000+ restaurant team members and managers; delivered more than 60 new or updated training assets per year
- Developed and executed a strategic, multi-year LMS and training material ecosystem road map; built a multi-channel feedback loop from the ground up, and provided status updates and recommendations for continuous improvement to department leadership on a quarterly basis
- Re-built multiple training delivery systems to increase adoption, compliance, and user sentiment
 - Improved pre-vs-post training confidence and testing intervals by 17%
 - Leveraged pulse surveys to track improved NPS of learning platform from 59% - 91% over the course of 3 years. Grew monthly unique logins (vs total active users) from 71% - 87% in that time frame
 - Redesigned and produced new-hire elearning content that reduced time required behind a computer from over 8 hours down to 2.5 hours; worked with field leadership to align on tools + best practices to further maximize hands-on, practical station training and ensure all new hires are certified within their first 4 shifts
- Provided all pre-production support including videos, crowd sourced photo carousels, and presentation decks for annual "CAVA Connect" all-manager conferences; acted as director of run-of-show and oversaw on-site A/V team for general sessions and awards nights

Administrator, Learning Management System (2019 - 2021)

- Led transition from Wisetail LMS to Docebo LMS in 2020; worked with IT, Data Engineering, and HRIS teams to build the partner API work needed for account management, user hierarchy, and single sign-on
- Reduced support desk tickets from average of 60 per month down to 20 within 6 months of platform launch through a combination of "virtual office hour" sessions, quick reference guides, and UI improvements



Lemma Coffee Co. (2018 - 2019)

Consultant, Retail Operations and Training Program

- Designed and developed SOPs, employee handbook, and training materials for an independently owned coffee roaster opening their first retail café operation; personally onboarded and trained over 16 new employees



Chipotle Mexican Grill (2010 - 2018)

Sr. Manager, Center of Training Excellence (2017 - 2018)

New Store Openings (Coordinator 2013 - Lead Manager 2017)

- Liaisoned between regional leaders and corporate L&D team to reconcile various contradictions found between regionalized, institutional knowledge and fortify gaps found in documented brand standards
- Analyzed common obstacles facing restaurant teams over the initial 90 days of operation and worked cross-functionally within the organization to improve
- Led the update of training guides for crew members as well as the onboarding and immersion programs for externally-hired Area Leaders

Skills



Articulate Studio 360

Storyline, Rise 360



Adobe Creative Cloud

Illustrator, InDesign, Photoshop, Lightroom, Premiere Pro



Microsoft 365

Powerpoint, Word, Excel

Project Management Systems

Monday, Smartsheets, Atlassian

Website Development

HTML, CSS, Java, FTP, WordPress

Learning Management Systems

Wisetail, Docebo

Misc. Content Production

Photography, video (shoot + edit), simple animations, audio recording