

Sherry Hayes

Email: slhayes@ucsd.edu

LinkedIn: <https://www.linkedin.com/in/servewithexcellence>

## **Learning & Development Consultant for Health Services**

Committed to aligning instruction with mission, vision, and goals. Expert in designing training programs that equip talent with essential tools, skills, and knowledge. Passionate about elevating performance, supporting change, and shaping the employee experience across diverse audiences.

### **Key Strengths:**

- Adult Education & Instructional Design
- Project Management & Operational Excellence
- Continuous Process Improvement & Cross-Functional Team Leadership
- Learning Management & Assessment Strategy
- Organizational Performance & Development

## **EXPERIENCE**

### **UC SAN DIEGO, RADY SCHOOL OF MANAGEMENT | 2018–Present** **Instructor, Project Management – Health Services**

- Overhauled undergraduate course to align with PMI standards, integrating real-world case studies, guest presentations, and an ADDIE-focused project.
- Championed a flipped learning methodology, achieving 98% student recommendations during the pandemic.
- Member of winning team at "Process Palooza," applying Lean Six Sigma for process reimagination.

### **VENCORE | San Diego, CA & Remote/Virtual | 2017–2019** **Project Controller/Administrator – Project Management Division 6.0 | 2018–2019** **Sr. Program Analyst – Configuration Management & Integrated Product Team Lead** **Training Support | 2017–2018**

- Managed roadmap for talent development, consulting on Naval Warfare Systems Command's \$18M project.
- Championed SOPs and strategy, digitizing training program tracking, surveys, and evaluations.

### **US NAVY | Various Locations | 2005–2015** **Assistant Department Head, Environmental Preventive Medicine Unit, San Diego, CA |** **2012–2015**

- Developed and delivered a myriad of training programs, elevating department reputation and increasing training requests.

- Directed global train-the-trainer program, standardizing food inspection codes.

### **Division Officer, Environmental Health & Epidemiology, San Diego, CA | 2008–2012**

- Introduced monthly training, achieving 100% compliance through innovative strategies and systems.

### **Head, Preventive Medicine, US Naval Hospital, Naples, Italy | 2005–2008**

- Led an award-winning flu campaign, achieving notable results in vaccination rates and process improvement.

### **EDUCATION**

- Micro MBA, Business Management, UC San Diego
- Master of Public Administration (MPA) & Master of Public Health (MPH), San Diego State University
- Bachelor of Science, Psychology & Education, Excelsior College

### **CERTIFICATIONS**

- Project Management Certificate, UC San Diego
- Lean Six Sigma Green Belt & Online Teaching Essentials, UC San Diego Extended Studies
- Project Management Professional (PMP), Project Management Institute (PMI)
- Gallup-Certified Strengths Coach, Gallup, Inc.
- Certified in Public Health (CPH), National Board of Public Health Examiners (NBPHE)
- Registered Environmental Health Specialist (REHS), California Department of Public Health

### **PROFESSIONAL AFFILIATIONS**

- Association for Talent Development (ATD)
- Project Management Institute (PMI)
- International Society for Performance Improvement (ISPI) – SoCal Chapter
- American Public Health Association (APHA)

### **SOFTWARE PROFICIENCIES**

- Productivity: Google Suite, Basecamp, MS Office
- Remote Collaboration: Slack, MS Teams, Confluence, Jira, Qualtrics
- Project Management: MS Project, JIRA
- Learning Management Systems (LMS): Canvas, Docebo, Blackboard

### **PUBLICATIONS**

"Influenza Outbreak in a Vaccinated Population — USS Ardent, February 2014", CDC/MMWR, published Oct 24, 2014. [Read here.](#)