

# Eric G Barney

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## PROFESSIONAL SUMMARY

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I'm passionate about participating in the growth and development of others. It is important to me to feel like the work I do makes a positive difference in the world.

As a leader I rely on data and facts to make risk informed decisions and develop solutions that meet business needs and objectives. I am comfortable engaging with leadership at all levels and respectfully articulating ideas and opinions. I believe that collaboration and candor yield the best result. I have experience building teams and organizations from the ground up and am confident in these abilities.

As a manager, I am passionate about developing my employees' careers, skills, and abilities. Their success is my success. I value a feedback culture where feedback is reciprocal. Weekly 1:1s is a must and safe, open dialogue is the goal.

As an instructional designer I love to consult with clients to facilitate behavior change through training solutions that achieve business objectives. My experience as a leader, manager, and trainer gives me a complete perspective and enhances my ability to create powerful, effective training solutions.

As a natural performer I am at ease in front of a crowd. In my time as a corporate trainer I found great success and fulfillment in imparting knowledge and participating in this aspect of others professional growth and development. My training style focuses on providing a safe, fun learning environment where ideas are explored, shared, and respected.

In addition, my experience in community and nonprofit leadership gives me a unique perspective and strong foundation that further enables me to be an effective leader, manager, designer, and trainer.

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## EMPLOYMENT HISTORY

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### **Vice President Learning and Development**

January 2022-Present

*Goldman Sachs, Salt Lake City, UT*

Create, oversee and implement the strategy for Learning and Development. Lead the creation, delivery, and administration of training to yield desired business outcomes and drive business objectives.

- Oversaw the creation and launch of GM Cards onboarding training.
- Oversaw creation and execution of a frontline manager curriculum to drive employee performance and satisfaction.
- Oversight of training delivery and execution at 3 vendors, worldwide sites, 4000+ employees.
- Reporting and accountability for training performance against business goals and objectives. Meeting business objectives month over month consistently.
- Successfully implemented training controls and reporting to meet audit and regulatory requirements and drive sound business practices.

### **Associate over Instructional Design**

January 2017-January 2022

*Goldman Sachs, Salt Lake City, UT*

Responsible for creating and leading the first instructional design team at Goldman Sachs. Currently manage a growing team of 9+ instructional designers specializing in behavior focused, data driven, consultative design.

- Consult with stakeholders (senior leadership, legal, compliance and risk) to develop behavior focused, data driven learning solutions.
- Created/established design standards, expectations, templates, and processes for iLT, vILT, and eLearning utilizing the following methods:
  - ADDIE design process with rigorous review and approval processes.

- High Impact Learning Maps to establish measurable objectives, beliefs/motivations, behaviors, and knowledge requirements
- Storyboarding/design document standards
- Kirkpatrick's four levels of evaluation to determine ROI
- Currently leading the transition of 400 hrs of instructor led materials to a blended learning model including vILT, eLearning, and simulation
- Led and participated in the creation of 440+ hrs of Instructor led content across 4 lines of business.
- Consulted with stakeholders (business leaders, legal, compliance, and risk) and led the creation of a new curriculum (160 hrs of content) for the launch of Apple Card. Including the certification of facilitators across 3 vendors sites and the training of 1200+ employees.
- Developed and implemented the training project plan to successfully launch a second site (50+ employees initially)
- Experienced in managing an LMS, currently using Cornerstone.
- Proficient with Articulate Storyline, Camtasia Studio, Adobe InDesign, Adobe Illustrator
- Working knowledge of Adobe Creative Suite

### **Instructional Designer**

May 2016-December 2016

*Zions Bancorporation, Salt Lake City, UT*

Responsible for consulting with clients to develop training solutions to facilitate behavior change.

- Created and successfully pitched to executive and senior management a training solution to more efficiently and effectively onboard and train an estimated 500 bank tellers each year
- Consulted with Human Resources to create an online training and certification for the Zions Bancorporation Employee Handbook and Code of Business Conduct and Ethics. Successfully administered to over 10,000 employees
- Leveraged personal experience to consult with executive management to create a leadership development curriculum focusing on community volunteerism and leadership
- Successfully utilize a Learning Management System to administer and manage online and instructor led courses
- Utilizing my high need for organization and process, I have simultaneously managed up to five development projects – meeting deadlines and budget constraints
- Utilized Workfront project management software to maintain project schedules and timelines
- Efficiently learned 4 new software programs within the first month of hire
- Responsible for creating and implementing a relationship management process to better maintain critical relationships with department heads and stake holders in the business

### **Trainer III**

Jun 2012-May 2016

*Zions Bancorporation, Salt Lake City, UT*

Responsible for facilitation of technical, systems, and sales/soft skills courses.

- Deliver training to broad range of employees from front line to executive management
- Collaborate with team of trainers to create and maintain a course schedule to meet the needs of over 5,000 employees
- Facilitated classes with over 100 participants
- Redesigned and implemented companywide New Hire Orientation which standardized the orientation processes across the organization and reduced onboarding expenses. This required consulting and collaborating with 5 department heads
- To accommodate a bank wide structural change, developed and implemented a curriculum for new hire Personal Banking Representatives
- Maintain, update and revise content of a portfolio of over 20 courses
- Developed independent study materials in place of existing in person courses to meet training needs in outlying areas and reduce travel expenses

- Certified Trainer in Crucial Conversations by Vital Smarts
- Certified Facilitator DDI (Development Dimensions International)

### **Customer Service Manager/Operations Manager**

Jun 2007-Jun 2012

*Zions Bank, Salt Lake City, UT*

Responsible for managing employees and daily operations of a retail banking branch including:

- Training and coaching of staff individually and in weekly sales meetings to ensure that customer service, consumer loan, deposit account, and income goals are met
- Worked side by side with employees to mentor and build proficiency.
- Achieving individual service and sales goals for consumer loans and deposit accounts
- Quickly adopting and developing proficiency with new systems and programs, and training staff on said systems
- Maintaining a dynamic learning environment to further employee development
- Implementing promotional and marketing initiatives to improve branch sales culture
- Effectively listen and respond to complex customer complaints and questions
- Reviewing and processing daily and weekly reports to measure branch productivity and ensure compliance with regulations

### **Teller**

Aug 2000-Sep 2001, Oct 2003-Jun 2005, Nov 2005-Jan 2007

*Zions Bank, Salt Lake City, UT*

- Provide a high level of customer service while processing a variety of client transactions
- Open new accounts and perform customer account maintenance
- Process consumer loans

## LEADERSHIP & SERVICE

### **Magna Metro Township Council**

January 2022-Present

*Councilman (Jan 2022-Present)*

Elected official representing District 2 in Magna Metro Township. Serve on the following boards:

- Wasatch Front Waste and Recycling District

### **Oquirrh Hills Performing Arts Alliance and The Empress Theatre**

Nov 2010-Present

*Chairman (Feb 2012- Feb 2014, Mar 2016-March 2017)*

- Responsible for leading the Board to further the organization's mission statement, and secure funding
- Successfully led the organization through a significant structural reorganization resulting in sound financial processes, successful financial audits, strong operational structure, increased accountability, and greater financial success
- Oversee the creation of strategic long term and short term goals to balance and maintain financial soundness and artistic integrity
- Implement and enforce annual budget

*Executive Director (Feb 2012- Feb 2014)*

Responsible for managing the daily operations of the theatre including:

- Overseeing the management, training, development, and retention of a volunteer staff of 75+
- Implementing the policies and procedures established by the Board of Directors
- Overseeing budgets and managing expenditures by balancing the need to create a quality product with staying on budget

*Board Member (Nov 2010-Aug 2017, Sept 2023-present)*

Actively serve on the following committees to direct long term goals of the organization, and secure funding

- Producer
- Executive Committee

- Grant Writing Committee
- Season Selection Committee
- Artistic Director Selection Committee

### **West Valley Symphony**

Aug 2007-Present

*Board Member Treasurer (January 2022-present)*

*Board Member (Jan 2014-Dec 2016)*

- Represent musician's interests to the Board of Directors

*Concert Master (Oct 2013-Dec 2016)*

- Serve on season selection committee to create a long term business plan by strategically selecting concert seasons that balance the need to stretch and develop symphony members and appeal to a greater audience base
- Responsible for leading, coaching, and training fellow symphony members to improve individual skills and abilities

*Associate Concert Master (Aug 2007-Oct 2013)*

- Assist concert master in leading, coaching, and training fellow symphony members to improve individual skills and abilities

### **Magna 4<sup>th</sup> of July Committee**

Aug 2007-Aug 2011

*Chairman*

Responsible for leading a committee of up to 20 people and overseeing the production, finances, and logistics of one of the oldest and largest community 4<sup>th</sup> of July celebrations in Utah.

- Created a sound organizational structure aligning the committee with municipal and state laws
- Established sound financial controls and profitability

*Committee Member*

Working with a committee of up to 20 people to host one of the oldest and largest community 4<sup>th</sup> of July celebrations in Utah.

- Served as chair over the parade committee – organizing the registration and staging of over 100 entries. Including:
  - Developing an application and registration process
  - Actively pursuing quality local entries through contests and direct invitations
  - Coordinating with various municipal and civic groups to accommodate large crowds and maintain safety and security
  - Oversee a volunteer force of 50+

## EDUCATION

### **Bachelors Degree**

May 2007

*Utah State University, Logan, UT*

Bachelor of Science in Horticulture with an emphasis in Business