

Noah Sparks

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EDUCATION

PEPPERDINE UNIVERSITY | *Master's in Learning Technologies* 2011 | Malibu, CA

- Leadership in Networked Enterprises: Igniting cultural change and empowering communities of practice

BRIGHAM YOUNG UNIVERSITY | *Bachelor's in Information Systems* 2004 | Provo, UT

EXPERIENCE

BRAINSTORM (*150+ employee SaaS company offering Office 365 training and adoption*) American Fork, UT

Product Manager Jul 2016-Feb 2020

- Designed comprehensive training on advanced digital collaboration tools, representing the core product offering, completed by ~250,000. Training consists of assessments, brief videos, PDFs, interactive exercises, practice files, polls and badges
- Authored and facilitated 15+ immersive, instructor-led workshops a year to train business leaders on best practices for personal productivity, team collaboration and digital transformation
- Utilized change management principles to amplify Microsoft Customer Success Manager (CSM) efforts, driving adoption/active usage of Office 365 through consultative workshops
- Led insight strategy to capture intelligence on products, customers and markets
- Created the first course analytics dashboard, correlating performance to positive behavior change
- Coached team members to pursue interests, leading to a colleague winning several PowerApps contests
- Consulted Microsoft Worldwide Compete team on competitor best practices, including behavioral science and product adoption methods, enabling Microsoft to secure additional engineering resources
- Designed Microsoft programs (delivered to dozens of Microsoft-nominated customers) that increased demand for modern communications, leveraging Outlook mobile, Microsoft Teams and Yammer

CARPOOL (*20+ employee consulting agency delivering strategy and adoption campaigns*) SLC, UT

Strategy Manager Feb 2016-Jun 2016

- Elevated the perception of Facebook Research in talent acquisition/recruiting efforts by setting a communications and engagement strategy and encouraging a regular publishing cadence
- Surveyed key influencers in Microsoft (specifically Retail, Office of the CTO and OEM orgs) and made recommendations to optimize the flow of information

MICROSOFT Lehi, UT

Customer Success Manager, Office 365 Feb 2014-Jan 2016

- Broadened organizational intent beyond IT to support strategic business objectives with Office 365
- Coached enterprise customers through a tailored change management journey to optimize ROI
- Invited customers to share best practices among peers to increase loyalty
- Engaged globally dispersed Customer Success team in weekly trust-building activities to humanize remote work, celebrate customer wins and evaluate new approaches to change management

THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS (*18k employee global non-profit*) SLC, UT

Product Manager, End User Productivity and Collaboration Jun 2011-Feb 2014

- Set strategy and maintained roadmap for the intranet and collaboration product offerings in tandem with key stakeholders from HR, Corporate Communications and other steering committee members
- Cultivated a highly engaged enterprise social community in Yammer with ~70% of 6,000 people active in a month. Connected 11 departments and 13 international areas in more meaningful ways across boundaries/hierarchies/languages/time zones and created greater organizational alignment

- Led efforts to modernize the global intranet to increase usability (card sorting, treejack tests), enhance search results and deliver relevant corporate communications and community-contributed knowledge
- Advocated SharePoint platform capabilities across 1,300+ team sites for structured collaboration, internal communications, extranet scenarios and full application development
- Selected among 50 internal communicators to consult an executive team on efforts to minimize travel and increase awareness/adoption of business process improvements and innovations globally

Instructional/Learning Experience Designer

Jan 2010-Jun 2011

- Partnered with key leadership development managers to upskill employees, prepare future leaders and accelerate cultural change as an anticipated 85% of the organization's leadership would soon retire
- Created a top performing (measured by average replies, participants, conversation lifespans) online community devoted to implementing the worldwide leadership competency model
- Influenced evaluation and selection of SmartBuilder (elearning authoring tool) for 50 learning designers
- Supported and trained the SmartBuilder user community to minimize course development time and boost learner engagement with design elements (simulation, branching, gamification, social learning)
- Distributed and managed elearning courses via NetDimensions LMS platform

FAMILYSEARCH | PROGENEALOGISTS | ENTICELABS

SLC, UT

Consultant/Contractor

Oct 2008-Dec 2009

- Digitized online store for professional genealogy research to offer self-service options and increase sales and improve search engine optimization ranking
- Designed exercises to help researchers and users of FamilySearch read Old English handwriting

PROTIVITI (3k+ employee global consulting firm)

SLC, UT

Lead Instructional Designer

Jan 2007-Jun 2008

- Managed a virtual team of script writers, graphic designers and voice-over talent to increase post-engagement value by producing innovative continuing professional education (CPE) courses

Technology Risk Consultant

Jun 2004-Feb 2006

- Cultivated early career curiosity by actively listening to many professionals in public companies while organizing and completing Sarbanes-Oxley (SOX) IT audits to prepare for external audits

UGENIUS (20+ employee video banking software company)

SLC, UT

Project Manager

Feb 2006-Nov 2006

- Created live teller ATM business plan. Orchestrated the efforts of several disciplines to meet deadlines

AWARDS/ACCOMPLISHMENTS/ASSOCIATIONS

THE COMMUNITY ROUNDTABLE (professionals leading online communities)

Online

Member, TheCRNetwork

2020

- Community Program Essentials Credential

MICROSOFT (MVP program awards exceptional technical community leadership)

SLC, UT

MVP, Office 365

2017-2018

- Guest speaker at industry and international conferences and events (Microsoft Ignite, Ragan)
- Recognized for contributions to the Microsoft community, which include Microsoft Utah User Group leadership, presenting at SharePoint Saturday, blogging, leading discussions on Microsoft-hosted forums, co-hosting a weekly Twitter chat for enterprise social networking enthusiasts (#ESNchat reaches thousands of impressions) and providing feedback at MVP Summit

CPSQUARE (global community promoting communities of practice for positive org change)

SLC, UT

Community Development through Action Research

2011

- Given to recognize skill and excellence in leveraging technology to support the formation, growth and development of a community of practice