

ALISA BOLANDER, MA, PMP

Sandy, UT | [LinkedIn Profile](#)

SENIOR LEARNING & LEADERSHIP DEVELOPMENT STRATEGIST

Proven enterprise learning leader with 20+ years of experience driving end-to-end learning strategy, curriculum design, and leadership development at scale. Subject-matter expert in talent development, instructional design, and learning evaluation, with a track record of leading cross-functional teams to deliver measurable business impact across global organizations. PMP and Kirkpatrick certified, strong focus on modern learning solutions and AI-enabled approaches.

AREAS OF EXPERTISE

- End-to-end learning design, standards, and global governance models
- Leadership curricula, coaching frameworks, performance-based programs
- PMP-certified delivery, PMO leadership
- Kirkpatrick evaluation, learning measurement, performance outcomes
- Digital, mobile, virtual learning; generative AI applications for L&D
- Certified Change Management Professional

Professional Experience

American Express - Salt Lake City, UT

2013 – 2025

Manager, Enterprise Leadership & Learning (2019 – 2025)

- Designed and scaled enterprise-wide learning strategies focused on leadership behavior, colleague experience, and business outcomes for over 70,000 learners, including 15,000 people leaders and executives.
- Served as enterprise instructional design authority, advising global L&D teams and governing instructional design standards across 800 learning professionals, 25+ markets, and 18+ languages.

Leadership and Learning Development PMO Lead & Master Facilitator (2017 – 2019)

- Built and led PMO for leadership learning initiatives, implementing agile frameworks and Kirkpatrick evaluation.
- Facilitated 180+ hours/year of leadership development workshops and mentored internal facilitators.
- Developed adaptive, virtual, and mobile learning experiences tied to measurable outcomes.

Senior Instructional Designer / Learning Project Manager (2013 – 2017)

- Led strategy and development for 80% of call center curriculum across 25+ countries.
- Created new market curriculums driving 12% lift in NPS, contributing to JD Power Award win.
- Managed 5+ new international launches; pioneered mobile and adaptive learning pilots.

MRM//McCann Erickson - Salt Lake City, UT

2012 – 2013

Senior Technical Project Manager

- Managed Verizon brand account; led digital marketing teams, strategists, project managers, and creatives.
- Delivered multimillion-dollar advertising programs; created competitive strategy reports.

AllenComm Learning Services - Salt Lake City, UT

2004 – 2012

Manager, Learning Experience Strategy & Development

- Led 50+ annual learning & development projects for Fortune 500 clients (AIG, eBay, Discover); oversaw \$1.4M/year in learning solutions; top revenue producer 6 years.
- Led team of 14 cross-functional professionals; delivered Brandon Hall Gold award-winning work.

Brigham Young University - Provo, UT

2001 – 2010

Faculty, Technical and Business Communication

- Taught academic research, writing, technical & business communication.
- Mentored students and peers in writing and learning design.

Education, Professional Certifications & Honors

- **PMP – Project Management Professional**, PMI (Since 2012)
- **Certified Kirkpatrick Four Levels Evaluation® Practitioner** (Since 2019)
- **Certified Myers-Briggs MBTI® Practitioner** (2022)
- **Microsoft Certified: Generative AI for Learning Professionals & Human Skills for Generative AI** (2025)
- **Brandon Hall Gold Award Winner** – Custom Learning Content
- **Master of Arts & Bachelor of Arts in English, Summa Cum Laude**, Brigham Young University