

ALISA BOLANDER, MA, PMP

Learning & Development | Organizational Change | Leadership Development | AI Transformation

PROFESSIONAL SUMMARY

Enterprise learning and organizational change leader with 20+ years building leadership, learning, and change capability across healthcare technology, financial services, consulting, and higher education. Blended L&D strategy, Prosci change management, and instructional design to shift behavior and deliver measurable outcomes on enterprise AI adoption and global leadership programs. PMP, Prosci, Kirkpatrick certified; partner across executive, portfolio, business, and HR teams.

CORE COMPETENCIES

Enterprise L&D Strategy | Organizational Change Management (OCM) | AI Adoption & Enablement | Leadership Development | Instructional & Learning Experience Design | Change Communications | Stakeholder Engagement | Facilitation | Impact Measurement & ROI | Program & Portfolio Management | Knowledge Management

PROFESSIONAL EXPERIENCE

PointClickCare

2026 to Present

Senior Organizational Change Partner

- Lead organizational change management and capability building for enterprise AI transformation at a healthcare technology SaaS company, partnering across executive, portfolio, business, and HR stakeholders.
- Design change and learning solutions across leadership development, adoption strategy, change communications, stakeholder engagement, and impact measurement.

American Express

2013 to 2025

Manager, Enterprise Leadership & Learning

2019 to 2025

- Designed and scaled L&D for enterprise leadership, social-emotional, and talent programs for 70,000+ learners, including 15,000 people leaders and executives.
- Served as enterprise instructional design lead; governed design standards across 800 L&D professionals, 25+ markets, and 18+ languages. Promoted inside the role in 2021.

Leadership & Learning Development PMO Lead / Senior Instructional Designer / Master Facilitator

2017 to 2019

- Built and led the PMO for enterprise leadership learning, implementing agile delivery and Kirkpatrick evaluation; designed workshops and facilitated 180+ hours of workshops annually and mentored internal facilitators.

Senior Instructional Designer / Learning Project Manager

2013 to 2017

- Led strategy and learning development for 80% of call-center curriculum across 25+ countries; soft-skills, customer service, systems skills, culture in new-market curricula drove a 12% NPS lift and contributed to a J.D. Power award win.

MRM//McCann Erickson

2012 to 2013

Senior Technical Project Manager

- Managed the Verizon brand account and led cross-functional digital teams delivering multimillion-dollar advertising and strategy programs.

AllenComm Learning Services

2004 to 2012

Manager, Learning Experience Strategy & Development

- Led 50+ annual L&D projects for Fortune 500 clients including AIG, eBay, and Discover; managed a 14-person team and \$1.4M in annual revenue; top revenue producer six years; delivered Brandon Hall Gold-winning work.

Brigham Young University

2001 to 2010

Faculty, Technical & Business Communication, English Department

- Taught technical and business writing and research; mentored students and peers in writing and learning design.

EDUCATION & CERTIFICATIONS

Certifications: Project Management Professional (PMP), PMI (2012) | Prosci Certified Change Practitioner (2026) | Kirkpatrick Four Levels Evaluation Certified Practitioner (2019) | ATD Certified, AI for Learning Design & Development (2026) | Microsoft Certified, Generative AI for Learning Professionals | Human Skills for Generative AI (2025) | Certified MBTI Practitioner (2022) | Certified Totally Responsible Person (TRP) Trainer

Education & Honors: Master of Arts (MA) and Bachelor of Arts (BA), English, summa cum laude, Brigham Young University
Brandon Hall Gold Award, Custom Learning Content; JD Power for Customer Service; Omni Interactive Award for eLearning