

# Christie A. Clark

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## Experienced Technical Training/Enablement Manager

I help people understand complex things quickly. My passion for helping people succeed, combined with extensive experience in adult education, data, business analysis, and psychology means I excel at assessing the needs of the organization then crafting solutions tailored to the goals and culture of the team.

## Key Skills

- Adult learning theory
- Training program design
- Curriculum development
- Training delivery
- Tableau Software
- Visual Analytics
- SQL (basic)
- LMS (various)
- Program management
- Stakeholder engagement
- Cross-functional teams
- Talent development

## Relevant Professional Experience

### **C Squared Services, LLC | Tableau Training Consultant | Oct 2017 - present**

Founded an LLC dedicated to helping people see and understand their data with Tableau software. Initially focused on delivering Tableau's official curriculum, in 2019 I pivoted to developing custom technical training programs. Highlights include:

**Apple**  
10/20 - 9/23

Overhauled Apple's in-house Tableau training program to support learning during the transition to work-from-home. Leveraging Tableau's official curriculum, the self-paced program incorporated eLearning, instructor-based training, self-paced practices, and 1:1 coaching.

- Coordinated internal/external instructors globally for advanced training and special events.
- Designed and delivered experiential Tableau training programs for multiple departments, focused on aligning introductory Tableau training with team needs, data, and constraints.
- Drove Tableau adoption efforts at Apple via competitions, quarterly events, and guest speakers.

**Salesforce**  
11/21 - 5/22

Created "Tableau Desktop: Time to Insight", an interactive, advanced virtual workshop offered as a part of Tableau's Training Pass. Served as SME, activity designer, and primary instructor.

**Visit California**  
9/20 - 9/23

Designed custom training around survey data preparation and reporting for the ongoing "Visit California" travel campaign. Provided ongoing coaching on visualization best practices and dashboard performance for the original data project and other initiatives as needed.

**ESSEC Business School**  
9/19 - 1/21

Developed/delivered a week-long intensive, project-based Tableau certification training program for MBA students. In 2020 the course expanded into a semester-long virtual program with a 100% Desktop Specialist pass rate among students who attempted certification.

### **Tableau Software | Senior Trainer, Partner Enablement (Train the Trainer) | Mar 2015 – Oct 2017**

Trained users around the world on all Tableau Desktop courses. Collaborated with the education product team on advanced course development. Transitioned to the Consultant Enablement team in 2017 to develop Tableau's first consultant certification program.

- Chosen as 2016 Training Delivery MVP with the highest CSAT scores in the company.
- Led Tableau's Train-the-Trainer program globally for all Desktop classes.

### **Builder Homesite/New Home Technology | Engagement Manager | Jan 2007 – Jan 2010**

Designed and delivered a full suite of consulting services for new home builders launching an Online Design Center. Managed two analysts and project teams of 3-12 individuals, generating 75% of revenue on a four-person professional services team.

### **Centex Homes | Training Manager | February 2002 – January 2007**

Brought on as a programmer/analyst then moved to organizational development, I designed role-based training programs, implemented eLearning technologies, and established region-level support programs for over 3000 purchasing and estimating employees. Reduced average ramp-up time from sixteen weeks to six weeks.

## Education

**St. Edward's University** | MA, Counseling (Clinical) | 2013

**University of Texas at Austin** | BS, Communication Studies | 1999