

Gary A. DePaul, PhD, CPT

Performance Consultant

Helping HR Contribute More Strategically



Through performance consulting and talent development, Gary DePaul helps organizations strengthen their culture and leadership capabilities.

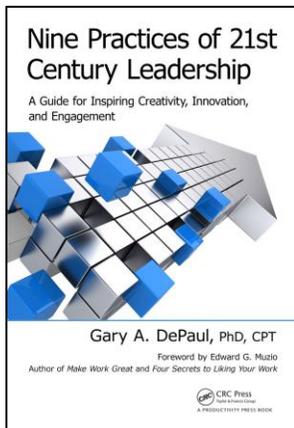
He curates and shares HR-related innovations through his publications and public speaking through his [LinkedIn business page](#).

As a talent development consultant and contractor, Gary has designed:

- Instructor-led training materials
- Performance-support materials
- Product and procedural documentation
- Performance assessments

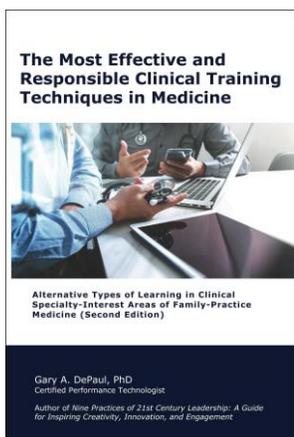
Expertise Areas

- Performance Analysis
- Leadership Development
- Onboarding Design
- Risk management documentation
- Call Center Training
- Project Management Training
- HR Business Partner Training
- Technical Documentation



Corporate director and manager experience

- **Lowes Home Improvement:**
Managed the enterprise onboarding process, corporate training, and store associate training (kitchen, bath, and plumbing departments)
- **Ceridian**
Directed the training, knowledge management, and quality assurance departments
Oversaw the \$12.6 million intellectual property and learning curriculum portfolio
- **Fidelity Information Services / Certegy Check Division**
Directed the training / knowledge management department



Education and Credentials

The University of Illinois at Urbana-Champaign

The Department of Educational Organization and Leadership
PhD and Master of Education

University of Alabama at Birmingham

Bachelor of Science in History and Philosophy

The International Society for Performance Improvement (ISPI)

Certified Performance Technologist (CPT)

Society for Human Resource Management (SHRM)

Approved Provider of Recertification Credits

Work Examples

Analysis

Business Unit Performance Maturity: At FISⁱ, analyzed thirteen operational and sales departments' maturity levels for performance, knowledge management, and training (similar to Capability Maturity Model analysis). Results: Contributed to decreasing \$18 million in the operational expenses and led to the formation of a performance improvement department.

Frontline and Mid-level Management: For a private financial institute (client), conducted a five-month analysis of managers to identify performance gaps and provide recommendations.

Knowledge Management

Banking playbooks: Developed online playbooks for risk management and for sales.

Documentation databases: Designed and implemented knowledge-management databases for FIS, Johnson Controls (Learning & Development Department), and Andersen (Global Technology's training department).

Knowledge-management documentation: Designed and managed the knowledge management for multiple departments at Ceridian and FIS. Designed and managed the knowledge management for training departments at FIS and Andersen.

Knowledge-management strategy: Created a knowledge-management strategy for two financial institutes (for operational business units). Created a knowledge-management strategy for service business' Learning & Development Department.

Mortgage regulatory summary: Summarized new regulatory changes to be accessed by general bank employees.

Talent Management and Training

Banking call center training: Developed debit/credit card dispute resolution training.

Call-center performance certification: Created a performance certification program and strategy for call-center agents at Ceridian.

College talent training: Designed orientation for college talent cohorts starting at Lowe's.

Curriculum design: Co-designed curriculum design process at Lowe's and Johnson Controls. Managed the curriculum design for Lowe's departments: Plumbing, Appliances, and Kitchen Cabinets & Countertops.

Enterprise onboarding: Managed the enterprise onboarding (corporate, stores, and distribution centers) for Lowe's Home Improvement.

Human Resource Business Partners (HRBP) training: Revised Human Capital Institute's HRBP Certification Program. Designed and managed HRBP training for Lowe's Home Improvement.

Internship training program: Designed and implemented intern orientation and training for Lowe's. After implementing training, Lowe's improved conversion rate of interns to full-time employees (after graduating).

Learning and development governance: Created a governance strategy at FIS for training and knowledge management (functional areas of the Performance Improvement Department).

Call-center training: Created the training strategy for call centers at Ceridian. Met the goal to increase selection rate and retention rate of call-center agents (sustained an increase of new-hire retention by 45.2% for 15 months).

ⁱ FIS: Fidelity Information Services, Certegy Checking Division

Talent Management and Training Continued

Learning and development network program: Created a strategy and process to connect trainers from multiple countries at Andersen. This led to a global cross-functional teams that designed and developed training solutions for the enterprise.

Performance assessments: At a pharmaceutical company, designed assessments to certify technicians for using manufacturing equipment.

Project management training: Designed and implemented project management systems and training for FIS. Implemented project management training for Lowe's and Ceridian.

Sales training: Designed sales training for specific products. At FIS, short-term webinars led to sustained improvements in product sales: 75.2% sales increase in the quarter following training and an 82.9% increase in the next quarter (compared to sales averages in previous quarters).

Strategic training design: Created strategies to align training to major organizational initiatives at Ceridian and FIS.

Various other training programs: Implemented numerous training programs to support software, systems, and organizational changes. This occurred at all companies and for some external clients.