

Anne F. Nylander

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Versatile training and development consultant with exceptional leadership and interpersonal skills, adept at fostering collaborative environments, and a proven record of successfully designing and implementing innovative education programs in nonprofit spaces. Starting in 2023, increased learnings on trauma informed care, social services, recovery, and resiliency, including certified peer counselor training.

Education

Washington Health Care Authority Certified Peer Counselor
Snohomish County CARE (Trauma Informed Care) Cohort 5 participant
Snohomish County CARE (Trauma Informed Care) Cohort 6 Facilitator
Davenport University, Michigan. Project Management Professional (PMP) Exam Prep
New York University, NY. English

Professional Experience

FareStart 06/2019 - 10/2023

Product Development Manager - Consulting Department 01/2021 - 10/2023

- Built increased capacity for our consulting team functioning as a senior project manager, collaborating with our team to develop resources used with consulting clients. This project management included project planning, building teams, establishing timelines and work breakdowns, adhering to project budgets, risk management, and gathering and reporting timely feedback and philanthropy reporting.
- Designed and implemented education programs for workforce development organizations, aligning them with national best practices in workforce development. Collaborated seamlessly with cross-departmental subject matter experts to develop impactful initiatives, including but not limited to:
 - Transferable Skills Accelerator: a cohort-based program providing technical assistance to workforce development programs designing and updating curriculum to enhance and highlight participants' strengths, lived experience, and transferable skills.
 - Train the Trainer: A comprehensive program empowering culinary trainers with advanced teaching methodologies for adults experiencing barriers to employment.
 - Opportunity Network Community Development with MOD Pizza: A strategic initiative fostering community engagement with a leading Fair Chance employer and workforce programs across the United States.
 - Managing Inclusive Workplaces Training: A targeted program promoting workplace inclusivity and diversity, fostering safe and positive professional environments for individuals who have experienced barriers to employment.

Resource Development Associate - Catalyst Kitchens by FareStart 06/2019-01/2021

- Project managed planning, marketing and communications, and execution of annual national conferences and quarterly regional workshops for our 80+ member organizations, their community ecosystems, partners, and sponsors. Our largest event hosted 600 attendees.
- Developed virtual and in-person learning products for consulting clients in foodservice workforce development, including workshops, video content, curriculum, and presentations.
- Developed new offerings in partnership with product owners and ensured consistency and alignment with departmental priorities, unique value propositions, brand, and guardrails.

Anne F. Nylander 10/2016 – Present | www.annefnylander.com

Learning and Development Consultant

- Own and operate a learning and development consulting firm for select specialty coffee clients, specializing in technical education for retail coffee professionals. Practice creativity and flexibility to meet clients' unique needs for projects.
- Notable project scopes include developing and facilitating training best practices for the multi-unit retailer EspressoLab in Istanbul, Turkey and launching an innovative café within the El San Juan luxury hotel in San Juan, PR.
- Authored the e-book Training Principles for Specialty Coffee Professionals.

Starbucks Reserve Roastery & Tasting Room, Seattle WA 10/2014 -10/2016

Training Manager

- Managed all aspects of barista learning and development within the Starbucks Reserve Roastery and its 150+ employees. Onboarded over 50 staff in 3 months with 100% retention during the onboarding phase.
- Demonstrated leadership by managing a team of five training specialists supporting the store's learning and development goals.
- Established systems and processes for training execution, including scheduling, onboarding, delivery, tracking, testing and curriculum improvement.
- Remained flexible and adaptable during the startup of the company's first flagship Reserve Store, including adapting to managing back-of-house and boutique retail teams, leading to excellent performance outcomes in both departments.

Skills: Project management skills based on informal and formal PMP prep training, expert facilitator in digital and in-person, collaborative, strategic, flexible, entrepreneurial, attention to detail, time management, trauma-informed and equitable practice

Technology: project management tools including Asana and Airtable, Microsoft Office, Google Apps, Salesforce, Filmora Pro Video Editing, Mailchimp, social media platforms, Zoom