

Gregory Sheffer (he/him/his)

618-521-9086

gfgsheffer@gmail.com

[Connect on LinkedIn](#)

Dynamic Program Management professional with 8+ years of experience building and delivering impactful training and operations programs. Extensive experience managing complex technical projects and L&D, Sales, Cybersecurity, and Sports Programs. Highly skilled at Project Management, Technical Project Management, Program Management, Events Management, Communication, Public Speaking, Writing, Leadership, System Administration and Implementation, M365, G Suite, PM and Ops software, Salesforce, Data Privacy, CyberSecurity, AI, Marketing, and Data Analytics. Volunteer for Special Olympics Texas where I utilize my degree in Kinesiology to help athletes on the disability spectrum find community and experience joy. ENFP personality type.

EDUCATION & CERTIFICATIONS

Southern Illinois University

Bachelor of Science - Kinesiology, Health and Human Movement

Activities: Salukis for Special Olympics, St. Jude Up 'til Dawn, Strong Survivors (Cancer Rehabilitation Program)

Master's Degree - Social Work (projected graduation: 2027 [online program])

Harvard University

Introduction to AI with Python 3 Certification

CodeCademy

HTML5 Certification, CSS3 Certification, JavaScript Certification, Python 3 Certification, SQL Certification, Fundamentals of Cybersecurity Certification, Intro to Generative AI, Creating Documents and Presentations Efficiently with Copilot for Microsoft 365

Project Management Institute (PMI)

Certified Associate in Project Management (CAPM), Project Management Professional (PMP) (In Progress)

PROFESSIONAL EXPERIENCE

Performa Consultative Services

Project Manager, Special Events | March 2020 - November 2021, January 2024 - Present

- Schedule and manage events for custodial teams and stakeholders to do LMS demos, live training webinars, in-person building audits, and surveys to capture client feedback.
- Work with company stakeholders interested in consulting services to discover organizational training goals and help negotiate contracts for our LMS and audit software. Help debug the LMS to run smoothly and deploy to custodial teams and management teams seamlessly.
- Communicate LMS Metrics to stakeholders in Teams to communicate compliance performance, course and survey engagement analytics, and learner performance rates to find where areas for improvement lie.

Special Olympics Texas

Class A Volunteer | January 2024 - Present

- Help with game setup, run, and cleanup for over 20 different sporting events including volleyball, powerlifting, floorball, and more.

Microsoft

Events Operations Program Manager, Cloud Security & AI | January 2023 - October 2023

- Led and organized 10-12 private and public webinars weekly with stakeholders for 20+ global Security programs (including Compliance, Management, Identity Advisors, Cloud Security, and more) to discuss project statuses and communicate feedback from different customer segments to improve our internal operations and go-to-market strategy.
- Closed 15-24 call tickets a week in ADO, including call setup, call run, and call close tickets and built reports pulling data from Excel and Power BI to communicate key takeaways and customer engagements with stakeholders and other program leads.
- Managed Azure DevOps, Yammer, Teams, and more at a super admin level.
- Planned and executed special projects, including a Yammer to Teams community systems migration, bulk NDA validations, managing Teams and SharePoint content, editing the Microsoft Security newsletter, and more.
- Drafted and maintained a training playbook to drive process improvements for the Program Manager role.

Google

Program Manager, Learning & Development - Privacy, Safety, Security EDU | April 2022 - December 2022

- Led and supported the implementation of special projects for Privacy, Safety and Security Education on our LMS which deployed to 1M+ learners and led training demos for client teams and learners.
- Planned and facilitated stakeholder meetings to provide insights and connections to program initiatives, accessibility requirements, and compliance/legal updates. Bridged communication gaps between engineering and design teams.
- Onboarded and led a team of Junior LMS Admins.

Learning Management System (LMS) Administrator/Senior LMS Admin | November 2021 - April 2022

- Completed admin tasks and special projects including bulk enrolling hundreds of thousands of learners in courses, a11y testing, reorganizing Buganizer and TaskFlow for PSS EDU, troubleshooting system bugs (PO-P4), and migrating 1M+ learners working alongside a Technical Program Manager.
- Helped lead an LMS Revamp project to rebrand the PDPO LMS landing page and course catalog (including organizing courses by course code, creating course catalogs, reimagining courses with a team of ID's/SID's, and uploading new media our Graphic Designer created).

The Home Depot

Account Executive | January 2019 - March 2020

- Started in a green field territory, built and grew a \$300k book of business within five quarters in a diverse market.
- Worked with cross-functional teams in the Pro Institutional space, including Operations, Supply Chain Management, and Vendor Reps, to provide individualized facility maintenance and janitorial solutions to clients in Education, Healthcare, Government, and Hospitality.
- Designed and implemented training programs for custodial staff to learn cleaning best practices, conduct building assessments, and measure performance improvements quarterly that measure sustainability and cost reduction.

Southern Illinois University

Personal Trainer, Cancer Rehabilitation | August 2016 - December 2018

- Developed training programs with cancer survivors focused on improving balance, mobility, strength, and mental health.