

DANIELLE BERAM

LEARNING & DEVELOPMENT PROGRAM LEADER | MANAGER AND LEADERSHIP DEVELOPMENT

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PROFESSIONAL SUMMARY

Learning and development leader with 11+ years of people leadership and operational/program experience, including seven years in frontline and multi-unit retail operations. Built Sandbox VR's global L&D function as the business grew from 12 to 90 corporate and franchise locations. Designs, facilitates, and measures manager, onboarding, technical, and performance-support programs across in-person, virtual, digital, and self-paced formats. Known for translating business problems into practical learning systems, building trusted partnerships with leaders, and using data to improve readiness, retention, consistency, and manager capacity.

CORE EXPERTISE

Manager & Leadership Development | Facilitation | Instructional Design | Blended Learning | Needs Assessment | Coaching & Feedback | Team Effectiveness | Learning Measurement | Stakeholder Consulting | Program & Project Management | Change Adoption | LMS Administration | Knowledge Management | Train-the-Trainer | AI-Enhanced Learning | Power BI Reporting

PROFESSIONAL EXPERIENCE

SANDBOX VR | Senior Global Learning & Development Program Manager 2022-Present

Global location-based entertainment company | Progressed from field training into enterprise L&D leadership

- Built the company's global L&D function and operating standards as the network expanded from 12 to 90 corporate and franchise locations across four regions and five languages, supporting more than 2,000 learners.
- Own end-to-end learning programs from listening sessions and needs assessment through design, facilitation, rollout, measurement, and iteration; create cohort-based sessions, digital modules, toolkits, facilitator guides, job aids, SOPs, and self-paced resources.
- Develop managers and trainers through clear expectations, observation rubrics, coaching, calibration, certification, and recurring audits; directly manage an Associate Instructional Designer and govern 12 regional trainers and training leaders across eight certified training stores.
- Redesigned frontline onboarding around role-based learning plans, manager sign-offs, point-of-work support, and 30/60/90-day reinforcement. Across a 412-hire cohort, median time to certification fell 38%, first-attempt pass rates rose from 76% to 93%, and 90-day retention increased from 76% to 87%.
- Equipped managers to reinforce learning with readiness criteria, observation guides, sign-off tools, and performance dashboards; onboarding-related manager questions fell 57%, returning an estimated 1,150 manager hours across the measured cohort.
- Created a five-day new-store training model and coach resources used across 39 openings from 2023 through Q1 2026, reducing the prior 14-day onsite model while maintaining structured technical, leadership, and guest-experience validation.
- Built and governed a catalog of 54 multimodal learning modules and 300+ learning and knowledge resources; partnered with operations, technology, field leaders, finance, and executives to prioritize high-risk needs and deliver under lean timelines.

- Built Apollo, an AI-enabled knowledge and performance-support assistant grounded in approved source material. It answered 74% of measured onboarding questions without manager intervention and reduced median answer-retrieval time from 4 minutes 40 seconds to 22 seconds.
- Define success metrics and communicate results through readiness scorecards, certification data, retention analysis, learner and manager feedback, and Power BI reporting used to guide program investment and continuous improvement.

GAMESTOP | Store Operations & District Management 7 years

Multi-unit retail leadership | Up to 28 stores across two states

- Held formal responsibility for staffing, performance, compliance, manager development, and operating results across as many as 28 stores in two states after the original assignment expanded from 15 stores in one state.
- Developed store leaders by setting clear outcomes, coaching against operating data, delegating meaningful ownership, and building leadership capacity across a distributed retail network.
- Led through shifting priorities and high-volume retail cycles while maintaining consistent execution across locations, an operating foundation that now informs practical, behavior-focused learning design.

SELECTED LEARNING SYSTEMS & METHODS

Program methods: Cohort-based learning, virtual and in-person facilitation, scenario practice, microlearning, self-paced modules, role-based learning plans, manager toolkits, train-the-trainer, competency sign-offs, and 30/60/90-day reinforcement

Measurement: Time to proficiency, certification pass rates, readiness rubrics, completion, knowledge retention, manager feedback, operating errors, escalations, and employee retention

Technology: LMS administration, Power BI dashboards, AI-assisted content development, AI performance support, digital knowledge bases, and web-based workflow tools