

Danielle Beram

GLOBAL LEARNING & DEVELOPMENT LEADER | AI ENABLEMENT | FIELD READINESS

San Antonio, TX | Open to Relocation

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PROFESSIONAL SUMMARY

Global learning and development leader with 11 years of experience building capability across multi-site operations. Within three years, advanced from General Manager to Senior Global Learning & Development Program Manager while building an enterprise learning function from zero for 90 locations across four global regions and five languages. Leads learning strategy, instructional design, AI-enabled knowledge systems, field readiness, and performance measurement for programs reaching 2,000+ learners.

SELECTED IMPACT

- Redesigned new-store training from 14 on-site days to 5, a 64% reduction; the broader learning ecosystem supported 39 openings from Q3 2023 through Q1 2026, while the first 5 portal-supported openings improved average readiness from 56 to 83.2 (+48.6%).
- Built a 54-module eLearning catalog in English, Spanish, German, Italian, and Arabic, achieving a 96.7% first-attempt pass rate across 7,354 assessment attempts.
- Built a distributed delivery network of 8 certified training stores, 12 regional trainers and training leaders, and 8 Opening Support Coaches; the five-day model avoided an estimated \$56,000 in trainer lodging.
- Designed and built the Apollo knowledge and reliability system: a 116-file governed knowledge base, human approval workflow, confidence gating, version control, audit history, weekly maintenance, and live reliability escalation.

PROFESSIONAL EXPERIENCE

Sandbox VR San Antonio, TX | Jul 2022 - Present

Senior Global Learning & Development Program Manager

Jan 2025 - Present

- Own the global learning function end to end for 90 corporate and franchise locations across North America, Europe, the Middle East, and Asia-Pacific; manage one Instructional Designer and enable 37 corporate store managers through a matrixed operating model.
- Architected Apollo's production content-operations platform across Postgres, serverless functions, scheduled CI/CD automation, LLM orchestration, and a web reliability portal; each approved correction strengthens the source system instead of patching a single answer.
- Own the full eLearning production pipeline: needs analysis, instructional design, scripting, filming, voiceover, DaVinci Resolve editing, Articulate authoring, SCORM packaging, LMS deployment, localization, and evaluation.
- Consolidated 5 siloed platforms into 3 governed systems; built 300+ knowledge resources, 200+ performance-support assets, and a Power BI readiness dashboard used for cross-functional go-live decisions.

Learning & Development Program Manager

Oct 2023 - Jan 2025

- Built the learning function from the ground up, establishing the curriculum, eLearning production workflow, LMS administration, documentation standards, content governance, and program-evaluation practices.
- Delivered on-time learning support across assigned corporate and franchise openings while coordinating coach scheduling, travel, post-training evaluation, and stakeholder communication.
- Partnered with Operations, Deployment, store leadership, franchise leadership, and executive stakeholders to turn business requirements into scalable learning and performance-support systems.

Field Trainer

Jan 2023 - Oct 2023

- Built the company's first standardized new-store training and certification program and independently led 5 openings in 3 months, certifying teams of 25+ on site.
- Improved guest-experience outcomes while all 5 locations launched with exclusively five-star reviews, a company first that contributed to promotion into the L&D Program Manager role.

General Manager

Jul 2022 - Jan 2023

- Opened and operated a location with full P&L, staffing, and guest-experience accountability, ranking #1 company-wide in repeat visits, review score, and walk-in conversion.

GameStop

Colorado & Missouri | Apr 2015 - Jul 2022

District Manager (including Interim)

Nov 2020 - Jul 2022

- Led 28 retail locations across two states with full multi-site P&L, staffing, training, and operational accountability; promoted from Interim to District Manager within 8 months.
- Designed district-wide onboarding and coaching routines, developed leadership bench strength, and translated corporate systems and process changes into consistent store-level execution.

Store Manager / Store Manager Mentor | Assistant Manager

Apr 2015 - Nov 2020

- Progressed through store leadership and was selected to develop new managers across the district; earned Prestige Certification, awarded to the top 5% of Net Promoter Score performers company-wide.

LEADERSHIP, SYSTEMS & PRODUCTION

Learning leadership: Global learning strategy, performance consulting, leadership development, train-the-trainer, certification systems, field enablement, change adoption, executive reporting, and influencing without authority.

AI and knowledge systems: LLM governance, knowledge architecture, retrieval standards, human approval workflows, reliability analytics, Postgres, serverless functions, CI/CD automation, Python, Node.js, HTML, and CSS.

Learning technology and production: Power BI, Articulate Storyline, SCORM 1.2, Chatbase, ElevenLabs, DaVinci Resolve, Google Workspace, Microsoft 365, LMS administration, video production, and multilingual voiceover.

Facilitation: 10+ keynote and conference sessions for audiences of 100+, live workshops, manager development, technical training, and cross-region virtual delivery.