

Grant Michael Jeffrey

Charlotte, NC | hello@grantmjeffrey.com | grantmjeffrey.com | linkedin.com/in/grant-m-jeffrey

PROFESSIONAL SUMMARY

Technology training specialist and instructional designer with eight years of experience building learning programs from the ground up: four years teaching AP coursework and four years designing and delivering 150+ training engagements a year for a 300-person organization. Led an organizationwide AI adoption initiative from policy through platform deployment and staff training. Founded four organizational programs spanning AI governance, safety compliance, sustainability and volunteer infrastructure. Consistently rated 4.94 to 5.00 out of 5.00 across all training satisfaction categories.

CORE COMPETENCIES

Instructional Design (ADDIE) | Training Delivery and Facilitation | Curriculum Development | Learning Evaluation (Kirkpatrick) | AI Implementation and Adoption | LMS Administration | Change Management | Microsoft 365 | Power BI | Jotform

PROFESSIONAL EXPERIENCE

NeighborImpact

Remote, Charlotte, NC

Community action nonprofit serving Central Oregon across 11 programs, 31 locations and 300 staff

Information Systems Analyst and Technology Training Specialist

Aug 2022 to Present

- Design, deliver and evaluate three recurring training programs (weekly, biweekly and monthly) totaling 84 sessions a year, plus 66 new hire technology orientations, for 150+ engagements a year across in-person, remote and hybrid formats.
- Produce the weekly technology newsletter (49 editions in 2025) covering Microsoft 365, cybersecurity and emerging tools, with a gamified engagement program generating 1,500+ interactions a year.
- Developed an organizationwide cybersecurity training program for 300+ staff with awareness month programming and real-time phishing alerts.
- Built a KPI infrastructure tracking 73 measures across 19 programs with a Power BI dashboard, and a Jotform tracker for the 2026 to 2029 strategic plan (6 goals, 42 initiatives).
- Administer the LMS (Viva Learning), curate LinkedIn Learning content and maintain a SharePoint training library; produce video tutorials with Camtasia, Loom and Canva.
- Manage help desk operations (14,200+ messages a year), turning recurring support patterns into training content and self-service resources.
- Designed a customer satisfaction measurement program scoring **4.94 to 5.00/5.00** across six categories, including response time, problem resolution and training resources.

AI Implementation Administrator

Nov 2025 to Present

- Led enterprise AI deployment: chair the AI Advisory Committee, drafted acceptable use and client confidentiality policies, evaluated 7+ platforms against data privacy standards and deployed 100+ licenses.
- Built an ongoing AI training series covering prompting frameworks, tool comparison and hands-on platform skills, with full facilitator guides; the first session drew 30 RSVPs in one week.

Volunteer Program Administrator

May 2024 to Present

- Administer a program of 1,421 active volunteers contributing 18,965 hours (\$691,000 in service value) in 2025, the second straight year of growth; 96% post-shift satisfaction.
- Grew registered volunteers 38% through digital and print campaigns; welcomed 184 first-time volunteers in 2025 from 25+ partner organizations.
- Designed the Volunteer Passport engagement program; coordinated 66 volunteers for Empty Bowls 2025, which raised \$77,440.

Safety Committee Chairman

Dec 2024 to Present

- Built an OSHA-compliant safety program from scratch; recruited 14 inspectors across 31 locations and completed 124 quarterly inspections with zero uncorrected hazards.

Green Team Chairman

Jan 2023 to Present

- Created the agency's first sustainability program, improving its Oregon Top 100 Green Workplaces rank from 87th to 44th in one year; self-funded through BottleDrop deposits and grants (80,000+ cans collected).

Northwestern High School

Rock Hill, SC

Public high school serving 1,800+ students

Certified Teacher, AP U.S. History, Government and Economics

Aug 2018 to Jun 2022

- Achieved a 54% AP U.S. History pass rate across four annual sections, surpassing state, national and global averages; maintained 94%+ on the state Civics Exam.
- Led the Government and Economics professional learning community through data-driven curriculum review; collaborated in the Advanced Studies PLC.
- Built real-world, current-events lessons and differentiated instruction for 120+ students a year; advised Model United Nations.

BOARD SERVICE

Heart of Oregon Corps

Bend, OR

Youth development nonprofit with a \$10M operating budget

Board of Directors (Volunteer)

Aug 2024 to Sep 2026

- Provided governance and financial oversight through an \$8M capital campaign for a new youth campus, now open, including construction, audit and finance restructure decisions.

EDUCATION AND LICENSES

Appalachian State University

Boone, NC, May 2018

Bachelor of Science, History and Social Studies Education. Chancellor's List and Dean's List.

South Carolina and North Carolina Secondary Social Studies Teaching Licenses (inactive)

In progress: Microsoft AI-900 and ATD Instructional Design Certificate

WHAT COLLEAGUES SAY

"One of the most capable and reliable operators I've worked with; a truly invaluable asset to the organization whom I would hire for any team without hesitation." *Rachel Haakenson, NeighborImpact*

"One educator that I would take with me to any school I was fortunate enough to lead." *Hezekiah Massey III, Principal, Northwestern High School*