

DIETTA THORNTON, MSc

📍 Little Rock, AR

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Learning Experience Designer (LX)

Research | Marketing | Content Writing

Dynamic User Experience Designer **and U.S. Navy Veteran** with over 20+ years of user-centric program development, facilitation, and training delivery. Seeking opportunities to deliver value to employee training and development programs.

SKILL SUMMARY

Cross-Functional Collaboration • Curriculum/Lesson Design • Strategic Thinking • Digital Marketing • Human Resource Management • Keen Business Acumen • High Degree of Emotional Intelligence • Exceptionally Creative • Research Skills • Budget Management <\$30M • Rise360
◆ Microsoft Office (Word, Excel, PowerPoint)

EDUCATION & CERTIFICATIONS

Northcentral University, Scottsdale, AZ

Master of Science – Instructional Design (In progress)

- **GPA: 4.0**

The University of Arkansas, Fayetteville, AR

Master of Science – Operations Management

- **Awards/Honors:** Magna Cum Laude

Park University, Parkville, MO

Bachelor of Science – Social Psychology

- **Awards/Honors:** Honors with Distinction

Training & Certifications

- Certificate in Human Resources – University of Arkansas
- Google's Digital Marketing and E-commerce Certification – 2023
- Google's User Experience Certification – 2023

PROFESSIONAL EXPERIENCE

➤ **MANAGING PARTNER, Thornton Real Estate & Investments, LLC, Little Rock, AR** **2019 – Present**

- Scaled a multifamily real estate portfolio through exceptional customer service, sound financial management, and aggressive portfolio management. This resulted in an average of 17% growth year over year.
- Performed financial analyses, managed properties, and executed projects that delivered exceptional customer service in support of maintaining and expanding a multifamily real estate portfolio.
- Engaged with and mentored all team members, using human-centric and empathetic leadership to optimize performance and growth.

➤ **TEACHER, San Antonio Independent School District (Title I School), San Antonio, TX** **2014 – 2015**

- Assisted with assessing and reforming district-wide curriculum to meet current state standards, national regulations, and students' academic and professional needs using metrics.
- Performed quantitative research regarding students' varied abilities and tailored lesson plans, assignments, and exams to the aptitude levels of individuals.
- Prepared course objectives and outlines in alignment with curriculum guidelines and school and state requirements.

➤ **ADJUNCT PROFESSOR, Embry-Riddle University, Daytona Beach, FL** **2009 – 2011**

- Tailored lesson plans, assignments, and exams to the aptitude levels of the individuals and expertly used her high levels of emotional intelligence to "meet students where they are" at Embry-Riddle University.
- Prepared syllabi, instructed designated courses, and developed and graded benchmark assignments.
- Emphasized student-centered learning by promoting student inquiries and offered students substantive feedback on their work and participation.

➤ **TRAINER & BUSINESS ANALYST, United States Navy, San Antonio, TX** **1993 – 2014**

- Traveled nationwide to execute the scheduled and unscheduled budget, manpower, and morale audits and assessments and regularly briefed leadership on the statuses of their units.
- Recognized as the #1 manager within the organization, resulting in expedited promotions.
- Identified practical opportunities and implemented strategic plans to improve operations, inspire team commitment to objectives, maximize individual and team strengths, and capture immediate results.
- Managed a \$30M budget while ensuring multiple departments submitted their fiscal year needs on time, compiling all information to provide leadership with the necessary data for approval.
- Designed and facilitated 200+ training classes, including Sexual Harassment Prevention, New Performance Evaluation System Software, New Hire Training, and Fiscal Software, and led teambuilding exercises that reduced sexual and workplace misconduct by 30% and increased morale by 50%.
- Consistently provided management with quantitative data for use in employee evaluations through strategic training on new system software, increasing productivity and perceived equity by 30%.
- Effectively managed teams with <75 individuals and implemented an objective-focused management system, enabling the use of metrics and individual goal setting in evaluations and development plans.
- Maximized retention, increased promotions and retention, and positively impacted operations through team coaching, exit interviews, employee evaluations/feedback, and appropriate information tracking.
- Established EO objectives to offer employees strategies for intervening in and responding to observed misconduct in the workplace.
- Chaired personnel boards for ranking bonuses, determining promotions, and handling disciplinary issues and supervised teams handling contracting, purchasing, logistics, and distribution of materials to deployed units.

HONORS & AWARDS

- **United States Navy:** Ranked #1 of 19 Managers & Trainers

COMMUNITY ENGAGEMENT

- **Each One Teach One:** Adult Literacy Coach (2022)

INTERESTS

Karaoke / Meditation / Yoga / Exercise & Nutrition