

Abigail Gray

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Operations and program leader with expertise in learning operations, onboarding program management, and organizational development. Known for connecting strategy with execution, building scalable processes, driving cross-functional alignment, and delivering consistent learner experiences across commercial and enterprise environments.

EXPERIENCE:

The Pavone Group (Contract)

Oct 2025–Present

Talent Acquisition & Human Resources Consultant

- Manage full cycle recruiting process for all internal talent needs and the internship program.
- Handle candidate onboarding process from start to finish.
- Complete HR tasks as needed, including employment verifications, exit interviews, etc.

Yoh, A Day & Zimmermann Company

Dec 2021–Mar 2025

Director of Operations & Growth Acceleration

Feb 2024–Mar 2025

- Led operational execution of enablement and onboarding initiatives, managing timelines, milestones, and cross-functional dependencies to ensure consistent delivery.
- Created trainings on specific material for the field in partnership with the corporate training team, including eLearning modules, onboarding documents, presentations, and reference guides.
- Facilitated special trainings as needed on business initiatives to drive usage and positive outcomes.
- Partnered with President, SVP, VP of Delivery and VP of Operations to align on strategic priorities and execute key initiatives.
- Led the Growth Acceleration Program, managing 4 Market Research Analysts to support lead generation strategies to drive the business forward.
- Managed strategic vendor relationships, including budget, usage reporting, and training.

Program Manager, Delivery & Recruiting

Sept 2022–Feb 2024

- Led enablement initiatives and conducted best practices trainings on processes, technologies and other topics as needed.
- Subject matter expert on internal technology tools that sales and recruiting touched.
- Managed entry level program for business development and recruiting, including recruiting, interviewing and onboarding.
- Drove standardization and documentation of onboarding and training processes through SOPs and best practices guides.
- Collaborated with leadership to align strategies and enhance organizational performance.
- Analyzed data using Power BI and Bullhorn to measure success and identify areas for improvement.
- Created presentations and training modules to ensure there were no skill gaps.
- Served as the business liaison for Recruiter Learning Training, aligning initiatives with organizational goals.
- Achievements: **Innovation Award Winner, Entry Level Recruiter Program**

Training Manager

Dec 2021–Sept 2022

- Managed organization-wide training programs, overseeing LMS content, learner tracking, completion documentation, and compliance reporting.
- Coordinated logistics for in-person and virtual onboarding sessions, including schedules, materials, and technology setup.
- Responsible to facilitate onboarding training and update material as needed.
- Facilitated the Recruiter Learning Training on a quarterly basis.
- Collaborated with business leaders on training needs for upcoming projects and initiatives.
- Program Manager & Learning Specialist for entry level recruiting and sales programs.

Field Integration Specialist

Dec 2020–Dec 2021

Vertos Medical

- Work with a team of 6 District Sales Managers within the Northeast to manage integration of procedure, account support and training of new physicians.
- Sell and promote the mild procedure and sell treatment algorithm to physicians, advanced practice providers and other staff using clinical data and studies.
- Track cases and sales within Salesforce CRM and use Tableau for reporting, analyze data for planning.
- Conduct activity as determined by business plans to have a positive outcome and drive adoption of incorporating procedure within a treatment algorithm for all focus accounts.
- Work with marketing to ensure the proper marketing tools are being distributed in the field and used as intended.
- Track and manage billing and scheduling to ensure procedures are scheduled as quick as possible and physician is getting paid appropriately, working with reimbursement team as needed.
- Present to accounts virtually to provide educations and additional information on the procedure as needed.
- Case support within operating rooms.

Field Sales Representative

April 2019–Dec 2020

Boston Scientific, Neuromodulation

- Demonstrated comprehensive knowledge of neurostimulation products, including leads, implantable pulse generators (IPGs), and related devices.
- Provided in-room support during surgical procedures, serving as the primary resource for product guidance and troubleshooting to ensure proper device usage and successful outcomes.
- Engaged with physicians in clinic settings to provide product support, educate on neurostimulation therapies, and assist with patient follow-up appointments to adjust or optimize stimulation settings for improved outcomes.
- Cultivated and maintained strong relationships with physicians, advanced practice providers, and other healthcare professionals to drive new business growth and expand account penetration.
- Engaged with potential new business prospects and referral physicians to expand the customer base and drive growth.
- Educated patients on products and usage of SCS device.
- Achievements: **2019 Presidents Club Winner, 2019 Territory of the Year, Bad Axe Award Q3, Sales Excellence Award 2019, 118% to Plan 2019.**

Training Specialist

Sept. 2017–March 2019

Judge Group

- Managed and facilitated all training programs for employees, including initial onboarding, internal processes, databases, and recruiting procedures.

- Administered the LMS system, resolved issues, and supported technology adoption.
- Coordinated and presented training in classroom settings and provided 1:1 follow-up with new hires.
- Partnered with leadership to define and execute improved sales training programs.

Account Manager, Customer Success and Adoption

May 2013–Aug. 2017

Monster Worldwide Inc.

- Managed client relationships to maximize satisfaction, product adoption, and retention.
- Trained customers on services and acted as a trusted advisor to drive product value.
- Consistently achieved assigned KPI goals and exceeded quarterly quotas.

Recruiter, Professional Services

June 2012–May 2013

Aerotek

EDUCATION/TRAINING:

Shippensburg University of Pennsylvania, Bachelor of Science

May 2012

Skills: Salesforce, Tableau, Power BI, Microsoft Office, Google Suite, WebEx, Zoom, Microsoft Teams, TeamViewer, Articulate Storyline, Adobe Creative Suite, LMS systems, Slack, Litmos LMS, Asana, Camtasia, AI tools