



# GRETL RANCH

Learning & Development | Enablement | Operational Improvement

Turning Complex Processes Into Clear,  
Sustainable Systems

# About

**I specialize in translating complex operational processes into scalable, understandable, and sustainable systems that support both organizational goals and end-user success.**

**Throughout my career, I have worked across operations, learning & development, enablement, governance, and process improvement initiatives — identifying hidden friction points, improving workflows, supporting adoption efforts, and creating structures that improve clarity, efficiency, and long-term sustainability.**

**My approach combines systems thinking, operational analysis, human-centered enablement, documentation, collaborative problem-solving, and proactive process improvement.**

# Core Competencies

- Learning Operations
- Enablement & Adoption
- Process Improvement
- Governance & Documentation
- Cross-Functional Coordination
- Operational Analysis
- Workflow Standardization
- Training Support
- Reporting & Forecasting
- Change Readiness

# Training Environment & Release Readiness Transformation

## Wells Fargo | Learning & Development Operations

Skills Demonstrated: Learning Operations Process Improvement Release Readiness Forecasting & Tracking Facilitator Support Cross-Functional Collaboration Training Governance Operational Analysis

### Challenge



Training facilitators were spending increasing amounts of time troubleshooting training environments and practice training loans post release.

### Actions



Conducted operational time study to identify workflow inefficiencies

Collaborated with developers to learn scenario architecture and release dependencies

Standardized training loan lifecycle management processes

Developed forecasting and tracking tools for release readiness and loan expiration

Created scalable procedures and trained team members

### Outcome

Improved release reliability, reduced facilitator troubleshooting time, increased forecasting visibility, and transformed training loan management into a sustainable operational system.

#### Business Impact:

- Improved release reliability
- Reduced facilitator troubleshooting burden
- Increased operational forecasting visibility
- Created scalable lifecycle management processes

# Quality Review Workflow & Data Integrity Transformation

## KJWW Engineering | Process Improvement & Governance

Skills Demonstrated: Workflow Standardization Data Integrity Governance Database Development Process Improvement Cross-Office Coordination Training & Adoption Reporting Solutions

### Challenge



Shared spreadsheets used across offices caused overwrite conflicts, missing updates, and unreliable reporting visibility.

### Actions



Investigated workflow inconsistencies and validated data overwrite conflicts  
Partnered with leadership to identify scalable process improvements  
Designed and developed centralized Access database solution  
Tested and validated reporting accuracy and workflow integrity  
Trained office representatives and engineering support teams

### Outcome

Improved reporting accuracy, reduced rework, increased confidence in review workflows, and created a scalable governance structure across offices.

#### Business Impact:

- Reduced manual correction efforts
- Improved data integrity and workflow visibility
- Increased cross-office consistency
- Created scalable governance structure

# Operational Workflow Standardization & Audit Integrity

## Wells Fargo | Operations & Claims Support

Skills Demonstrated: Operational Analysis Auditing Workflow Optimization Cross-Training Quality Assurance Team Enablement Process Standardization Operational Integrity

### Challenge



Workflow complexity varied significantly based on investor requirements, documentation volume, and retrieval effort, with processing approaches varying across operational practices and team experience.

### Actions



Analyzed workflow patterns and audit trends  
Identified assignment imbalances impacting performance metrics  
Implemented rotational assignment and printing workflows  
Supported cross-training and auditing initiatives  
Improved operational visibility and accountability

### Outcome

Created more equitable workload distribution, improved transparency, strengthened auditing consistency, and enhanced onboarding effectiveness.

#### Business Impact:

- Improved workload distribution fairness
- Increased operational transparency
- Strengthened auditing consistency
- Enhanced onboarding and cross-training effectiveness

# Operational Recovery & Client Retention

## ITA Group | Rebate Program Stabilization

Skills Demonstrated: Operational Recovery Client Support Process Stabilization Issue Tracking Reporting Coordination Customer Communication Data Reconciliation Workflow Management

### Challenge



A complex client rebate program involved significant reporting volume, operational backlog, and customer support coordination, creating opportunities for improved workflow visibility and process stabilization.

### Actions



Created issue tracking and reporting workflows  
Coordinated large-scale data cleanup and reconciliation  
Partnered with external data-entry resources  
Improved reporting distribution and customer communication  
Supported process stabilization and operational recovery

### Outcome

Reduced backlog and reporting inconsistencies, restored client confidence, improved turnaround times, and supported a successful transition into a highly efficient operation.

#### Business Impact:

- Reduced operational backlog
- Improved reporting consistency
- Restored client confidence
- Stabilized high-risk operational workflows

# Executive Collaboration & Employee Advocacy

## ITA Group | Leadership Communication & Organizational Support

Skills Demonstrated: Executive Communication Organizational Support Stakeholder Collaboration Employee Advocacy  
Leadership Support Change Communication Problem Solving Strategic Collaboration

### Challenge



Organizational changes to employee recognition programs raised concerns regarding employee morale and engagement.

### Actions



Participated in discussions with executive leadership  
Represented employee operational and engagement concerns  
Collaborated on alternative solutions and recommendations  
Contributed constructive feedback during leadership discussions  
Supported communication and organizational alignment

### Outcome

Leadership reconsidered aspects of the program structure, strengthening employee engagement discussions and demonstrating collaborative problem-solving.

#### Business Impact:

- Strengthened leadership communication
- Supported employee engagement discussions
- Encouraged collaborative problem-solving
- Improved organizational alignment visibility

# Thank You

Gretl Ranch

Learning & Development | Enablement | Operational Improvement

[gretl.e.ranch@gmail.com](mailto:gretl.e.ranch@gmail.com)

[www.remotewithresults.com](http://www.remotewithresults.com)

<https://www.linkedin.com/in/gretlranch/>