

Noah Teitelbaum

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LEADER | TEAM BUILDER | LEARNING INNOVATOR | M.S. Ed & MBA

<i>Leadership</i>	<i>Strategic Planning</i>	<i>Team Development</i>
<i>Executive Coaching</i>	<i>Pedagogical Expertise</i>	<i>Curriculum Development</i>
<i>Executive Communication</i>	<i>Product Development</i>	<i>Cross-functional Collaboration</i>

CAREER HIGHLIGHTS

- Achieved and maintained an industry-leading NPS of 65+ on a portfolio of adult education products.
- Built an award-winning [interactive video course](#), raising NPS and justifying a significant price increase
- Oversaw complete overhaul of product and marketing for education nonprofit to spur growth.
- Instituted the use of metrics to drive important innovations around product, policy, and strategy.
- Developed a multi-brand strategy for a diverse \$25M portfolio of products and brands in the GMAT test prep space to differentiate offerings, address a shifting market, and maintain market dominance.
- Spearheaded a product development team to reimagine and design live online test prep courses to improve product-market fit and overall profitability.
- Mentored rising executives to develop their abilities to manage, set strategy, and use metrics.
- Steered an SEL edtech nonprofit through a radical transformation of its program and marketing to quadruple its footprint in two years and prepare it for acquisition.
- Wrote and published children's books incorporating social and emotional learning and mindfulness to broaden organization's reach and meet school, teacher, parent and children needs.
- Addressed issues in diversity, equity, and inclusion in organization and programming to ensure an inclusive, culturally-relevant learning program.

PROFESSIONAL EXPERIENCE

McKinsey and Company - External Learning Specialist & Facilitator **August 2020 - Present**

Developed workshops and digital courses on various facets of facilitation excellence. Developed and facilitated business skills courses to global McKinsey clients.

Teitelbaum Consulting - Learning and Development Consultant **2017 - Present**

Guided business educators in moving their in-person courses to live online and on-demand. Coached rising executives with communication and management.

- Advised and coordinated the production of courses on topics ranging from OKRs to Medicaid law
- Trained facilitators in best practices for live and on-demand instruction.
- Coached rising leaders and entrepreneurs.
- Developed strategy for a large-scale technology training program for a big-four consulting firm for thousands of Indian college graduates

Empowering Education - Executive Director **2019 - 2021**

Overhauled product, website, and marketing strategy and operations to address lagging revenue and low customer enthusiasm for education nonprofit focused on social and emotional learning.

- Trained product lead in customer research and curriculum design.
- Pivoted marketing and product offering to address Covid19 market shifts.
- Tripled paid membership and increased website traffic by 150% YoY.
- Wrote and published illustrated children's books, introducing a new tool for member acquisition.

Kaplan Test Prep

2018 - 2019

Executive Director, 1:1 & Intensives, 2019

Executive Director, Pre-Business Programs, 2018

Coordinated cross-functional teams to manage the P&L, product development, and customer experience for a complex portfolio of products and brands.

- Integrated GMAT division of Manhattan Prep into Kaplan Test Prep to leverage scale and manage costs, navigating complex issues related to finance, operations, and cultural integration.
- Ran focus groups, feedback sessions, and developed company newsletters, leading to high retention staff rates during a significant organizational change.
- Designed iterative A/B web tests to optimize web sales across two websites to address low conversion rates and successfully transfer leads from one brand to another.
- Trained sales teams and incorporated their feedback to inform price tests and product innovation to address significant market disruption.
- Shifted online course strategy, platform, and design to improve customer experience and lower costs.

Manhattan Prep

2009 – 2018

Vice President of Instruction & Customer Experience, 2015 – 2017

Executive Director of Academics, 2012 – 2015

Managed a team of managers who oversaw 120+ instructors nationwide. Developed rubrics and metrics for improving sales and service team performance.

- Organized programming and logistics of the annual company-wide conference, fostering a strong and sustained level of employee engagement to maintain our brand and industry-leading quality.
- Redesigned tutoring, training and practices, raising NPS 20+ points, garnering rave online reviews.

Founder & Managing Director, 2009 – 2012

Built a new test prep division from scratch, overseeing all departments.

- Developed an effective low-cost marketing strategy to grow in a crowded market.

OTHER RELEVANT EXPERIENCE

K-12 Education Consultant

Consulted with a number of high-performing charter schools (KIPP, Achievement First, Uncommon Schools) in the NY tri state region to train middle school math teachers and develop top-notch curricular materials for math instruction, with a focus on data-driven instruction and professional development.

Teacher and Teacher-Coach

Cornelia Connelly Center Middle School, Lower East Side, NY

North Star Academy, Newark, NJ

New York City Teaching Fellow, East Harlem, NY

International Human Rights & Development

Associate Protection Officer for the UN Office of the High Commissioner for Refugees, Croatia

Human Rights Field Officer UN Office of the High Commissioner for Human Rights, Croatia

EDUCATION

Leeds School of Business, University of Colorado - MBA

Bank Street College of Education, New York, New York - M.S. Ed in Elementary Education

New College, Sarasota, Florida (Honors College of USF) - BA Degree, Cultural Anthropology and Theater