

## Capability Narrative

**Empowering Growth. Measuring Impact. Sustaining Excellence.**

**Dr. Ortiz Global Training & Development delivers evidence-based solutions in Leader Development, Program Evaluation, and Trainer Certification. Backed by decades of experience, we blend AI technology with academic expertise to create personalized, high-impact learning. Our integrated approach transforms individuals and organizations—building future-ready leaders and sustainable training cultures.**

### Core Competencies

#### Leader Development Training (LDT)

Aspiring, Emerging, Mid-Level, and Executive leader tracks aligned with Bloom's Taxonomy and designed for real-world application. Leveraging AI and digital tools to deliver adaptive, scalable, and data-driven training experiences.



#### Training Program Evaluation (TPE)

To ensure the effectiveness and strategic value of leader development programs by systematically evaluating learning outcomes, instructional design quality, and measurable performance improvements — providing data-driven insights that inform continuous enhancement and organizational impact.

#### Train-the-Trainer (T3) Certification Solutions

Practitioner-focused trainer development programs anchored in adult learning principles, instructional design, and facilitation mastery.

### Business Overview

**Dr. Ortiz Global Training & Development**  
**Business Type:** LLC

**Contact:** Dr. Jacqueline Ortiz  
Founder/CEO

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**Location:** Blythewood, SC

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**CAGE Code:** 12PB5

**DUNS:** 119492922

**UEI:** DC3LE47NM633

**NAICS Codes:**

611430

541611

611310

611710

611519

### Certifications & Designations

Woman-Owned Small Business (**WOSB**)

[Status: *Certified on 09/06/2025*]

Service-Disabled Veteran-Owned Small Business (**SDVOSB**)

[Status: *Certified on 09/06/2025*]

Economically Disadvantaged Women-Owned Small Business (**SDVOSB**)

[Status: *Certified on 09/06/2025*]

Registered in **SAM.gov**

Registered in **SC State Procurement**

Licensed in **Richland County, SC**

### Differentiators

- **40+ Yrs** of Military & Civilian Leadership Experience
- **27+ Years of Direct Training Expertise**—Designed and delivered **Leader Development Training, Train-the-Trainer programs, and Instructor Certification** for cohorts ranging from *Emerging Leaders* to *Senior Executives*.
- **Specialized Expertise:** Leader Development, Training Evaluation, & Trainer Certification - our core...not just a service line.
- **Doctorate in Global Training & Development**, integrating theory, practice, and evidence-based solutions.
- **Customized Solutions:** Capability to support cohort-based development, post-training coaching, and long-term performance measurement.
- **Evidence-Based Design:** Rooted in proven models and research-backed approaches.
- **Flexible Delivery:** Virtual, Onsite, or Hybrid to fit client needs.

### Corporate Experience

Dr. Ortiz partnered with the **University of Pennsylvania's Positive Psychology Department** to integrate resilience education into the Army's **Master Resilience Training Program**, directly shaping leader development across the force.

She directed the creation of the **TRADOC Company Commander & First Sergeants Course**, providing standardized preparation for key leaders, and spearheaded the full redesign and implementation of the **T3 Course**, certifying **48** satellite-site instructors through a hybrid model that ensured consistent quality and expertise.

She also led the development and implementation of the **Advanced Individual Training (AIT) Platoon Sergeant Course**, which successfully prepared leaders during the three-year transition period following the elimination of the AIT Drill Sergeant program.

While serving at **IMTLS** as the **proponent and certifying authority** for IMT regulatory guidance, **Dr. Ortiz** designed and delivered **two certification courses** for the **Puerto Rico National Guard (Fort Allen)**, certifying **cadre and Drill Sergeants** in IMT requirements. To ensure access, **one cohort was delivered entirely in Spanish** with bilingual materials, and **official certificates were issued** upon completion.

During the COVID-19 lockdown, Dr. Ortiz spearheaded the rapid digital transition of the **Brigade/Battalion Pre-Command Course**. Within 72 hours, she enabled students to continue seamlessly by leveraging issued iPads and launching a live, camera-on Zoom delivery plan. Under her leadership, IMTLS became the only TRADOC institution to graduate its cohort on schedule and without instructional degradation—demonstrating decisive innovation under crisis.

These accomplishments exemplify the foundation upon which **Dr. Ortiz Global Training & Development** delivers **scalable, bilingual, evidence-based leader development solutions** for public safety, education, corporate, and military clients.