

224 Tasks, Learned in 30 Days

A two-week, five-phase onboarding program that got 20+ remote hires to full competency in 30 days — down from 60–90+ — and is still the standard today.

224

tasks per project, kickoff to client handoff

20+

remote hires trained, across two role tracks

30 days

to full competency, down from 60–90+

600+

productive days gained across hires (est.)

The problem

Each project was a peer review cycle of 224 tasks, split between Team Leads and Project Support Specialists. New hires learned it through lectures and a task list, didn't touch real work for about a month, and took 60–90+ days to reach full competency — with heavy errors along the way.

What I built

- **Five phases** — Kickoff, Screening, Assignments, Peer Review, Final Reports — each running lecture → real system → hands-on practice → feedback.
- **Three tiers**: basics, then tools, then phase modules, with every exercise reviewed against an answer key or submitted for QC.
- **Role-based tracks** and practice data for reviewer onboarding, stakeholder communication, reports, and data analysis.
- **Two weeks, deliberately** — not a rushed bootcamp — with sessions led by more than a dozen teammates.
- **Handed off** to managers through mini train-the-trainer sessions; co-developed the schedule with Operations.

Results

- First unassisted tasks went through with little or no feedback; manager confirmed full competency at 30 days.
- Fewer errors caught in review, fewer questions once live.
- Still the standard onboarding program today; adopted across the organization.
- The team went on to earn very high customer satisfaction evaluation scores.

Why it's implementation work

FOR NEW HIRES	FOR A CLIENT IMPLEMENTATION
Five phases, kickoff to handoff	Phased rollout with milestones
Practice data in the real systems	Sandbox / UAT before go-live
Role-based tracks	Admin vs. end-user training
Train-the-trainer handoff	Enabling client champions
Sign-off & fewer review errors	Adoption & quality metrics

“She also has played a lead role in our new staff training programs and overall led her team to perform at a high level resulting in very high customer satisfaction evaluation scores and very high level of quality based on our quality key performance indicators.”

PROGRAM MANAGER, PMP · MANAGED ABITHA DIRECTLY