



AG

ANDREW GIBSON

LEARNING & DEVELOPMENT SPECIALIST

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PROFESSIONAL SUMMARY

Instructional Designer with a proven record of building learner-centered, performance-driven training programs across customer service, technical support, and field operations.

I am skilled in full-cycle learning design (ADDIE), blended delivery models, and stakeholder collaboration. Experienced in crafting accessible digital learning using Articulate Storyline and Rise, with a focus on aligning training to measurable business outcomes.

Versatile, hands-on, and process oriented. Adept and comfortable with leading design, delivering training, or optimizing learning operations.

EXPERIENCE

TRAINER/LX DESIGNER • NEUMO • SEP 2022 - CURRENT

- Designed and launched a 4-week hybrid onboarding program from scratch without prior role experience, replacing an unstructured 1-week OJT model.
- Created and facilitated leadership development courses grounded in a proprietary model blending servant leadership, self-reflection, and communication theory.
- Developed, documented, and delivered process training and SOPs for payroll, timekeeping, and other HR-facing operations; currently lead new hire orientation.
- Led the design and implementation of a new digital employee handbook, including hands-on coding using Visual Studio, Umbraco, and HTML/CSS/C#/JavaScript best practices.
- Regularly mentor new trainers, facilitate monthly Ops/Training calibration meetings, and provide mediation or coaching support for peer teams.
- Built training across multiple platforms using Articulate 360, Adobe Creative Cloud, Canva, Synthesia, Salesforce, Lucid, Figma, and custom LMS interfaces.
- Experienced in multiple LMS platforms including Litmos, Absorb, TalentLMS, and Reach360 for administration, tracking, and content delivery.

TRAINING MANAGER • TELEPERFORMANCE • NOV 2020 - SEP 2022

- Led a team of 5–8 trainers across multiple client accounts in the transportation, retail, and hospitality sectors.
- Conducted interviews, onboarded new trainers, and provided coaching to strengthen instructional delivery.

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- Evaluated trainer performance through observation, coaching, and feedback loops.
 - Reported learning KPIs in regular client meetings and partnered on content evolution for high-visibility training programs.

TRAINER • TELEPERFORMANCE USA • JAN 2020 - NOV 2020

- Designed a 7-week hybrid training program for an internal fleet maintenance department. It was built from the ground up under tight deadlines.
- Facilitated virtual and in-person sessions for customer service agents.
- Rapidly created new learning materials in response to shifting product lines and procedural updates.
- Shadowed SMEs to document role-specific processes and convert them into scalable training assets.

SKILLS

Instructional Design:

ADDIE, Adult Learning Theory, Blended Learning, Scenario-Based Learning

Tools:

Articulate 360 (Storyline, Rise), PowerPoint, Adobe Acrobat, LMS Administration

Delivery:

ILT, vILT, OJT, eLearning, Self-paced Modules

Other Skills:

Curriculum Design, Project Management, Accessibility Standards, Servant Leadership, Process Improvement

Certifications:

Lean Six Sigma Yellow Belt

EDUCATION

AS AUDIO ENGINEERING • SEP 2005 • FULL SAIL UNIVERSITY

USER EXPERIENCE DESIGN • MAR 2016 • DESIGNLAB UX BOOTCAMP

Capstone-based online program covering UX fundamentals, user research, wireframing, and usability.

LEADERSHIP EXPERIENCE

- Directly managed instructional teams and developed individual trainers through 1:1 coaching and small group workshops.
- Trusted to lead development for struggling departments and assist in trainer onboarding.
- Actively researching and designing a new internal leadership development program with a servant leadership framework.