

CHARLES EHLER

LEARNING & DEVELOPMENT MANAGER • OVERLAND PARK 66213, UNITED STATES • (816)-806-3051

◦ DETAILS ◦

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◦ SKILLS ◦

Adobe Premiere Pro

Articulate Storyline

Adobe Systems (Photoshop,
InDesign, Audition, Captivate)

TechSmith Camtasia

Microsoft Office

Public Speaking

Systems Implementation

Instructional Design

Genially

Adobe After Effects



PROFILE

Learning and Development leader with 10+ years of experience designing, writing, and delivering high-impact learning solutions in fast-paced, brand-driven environments. Expert in adult learning theory, instructional design, and visual storytelling. Strong hands-on creator with deep experience in e-learning, instructor-led training, PowerPoint design, and LMS management. Proven early adopter of AI tools to accelerate content creation, personalization, and learning impact.



EMPLOYMENT HISTORY

Learning Experience Manager at CAVA, Remote

Jul 2025 — Present

- Design and develop engaging learning solutions, including e-learning, blended programs, job aids, and performance support tools.
- Apply adult learning principles to create learner-centric experiences that drive retention and behavior change.
- Write, edit, and curate learning content aligned to brand standards and business objectives.
- Create polished PowerPoint presentations for leadership development, operational training, and rollout communications.
- Develop interactive courses using Storyline 360 and Rise 360.
- Manage the learning content lifecycle, including creation, updates, version control, publishing, and archival.
- Conduct QA testing to ensure accuracy, usability, and brand consistency.
- Maintain LMS catalog structure, metadata, and documentation to improve discoverability and adoption.
- Partner with SMEs across Operations, People & Culture, FSQA, and Innovation to translate complex information into clear learning assets.
- Experiment with AI tools to accelerate drafting, content refinement, assessments, and personalization of learning paths.

Consultant at GEM Consulting

Jun 2025 — Present

- Design end-to-end learning experiences, including e-learning, instructor-led materials, job aids, and performance support.
- Write and refine learning content to align with brand voice and strategic goals.
- Build visually engaging PowerPoint decks for training, leadership programs, and stakeholder communication.
- Create standardized templates, storyboards, and content frameworks to improve quality and speed.
- Leverage AI tools for content generation, summarization, quizzes, and rapid iteration.
- Support LMS organization, content governance, and catalog upkeep for multiple clients.

Learning and Development Program Manager at Portillo's, Remote with Travel

Mar 2022 — May 2025

- Led the design and delivery of enterprise learning programs supporting onboarding, operational excellence, and leadership development.
- Created interactive e-learning and blended programs using Storyline 360 and Rise 360.
- Wrote and edited learning content to simplify complex operational processes.
- Designed highly visual PowerPoint presentations for training, facilitation, and executive audiences.
- Applied adult learning strategies to improve engagement and skill transfer.
- Increased course completion rates by 25% through improved design, communication, and learner experience.
- Evaluated program effectiveness and refined content based on feedback and performance data.

- Maintained and organized a large LMS content library to ensure accuracy and relevance.

Senior Manager of Training Technology and Implementation at Torchys Tacos, Remote

Mar 2021 — Feb 2022

- Designed and delivered training for enterprise system implementations.
- Created digital and instructor-led learning materials to support technology rollouts.
- Partnered with SMEs to extract critical knowledge and translate it into usable learning content.
- Facilitated live training sessions and supported virtual learning delivery.
- Supported leadership development programming and content production.

Learning and Development Manager at Torchys Tacos, Austin

Dec 2018 — Mar 2021

- Designed role-based learning programs using adult learning principles.
- Developed Train-the-Trainer programs to support internal capability building.
- Created PowerPoint decks, job aids, and LMS-hosted learning content.
- Built reports and dashboards to track training completion and compliance.
- Rapidly updated learning materials to reflect regulatory and operational changes.

Educational Content Creator at Bar Louie Operations, Dallas

Aug 2011 — Dec 2018

- Wrote and designed standards-based e-learning content and learning modules.
- Produced instructional videos, quizzes, and LMS-hosted training.
- Created visual learning assets and presentations to support operations and onboarding.
- Supported LMS adoption and trained team members on system usage.
- Led training efforts for 30+ restaurant openings.
- Developed compliance training aligned with PCI and security requirements.



EDUCATION

- Accounting, University of Kansas, Lawrence, KS



AWARDS AND ACCOMPLISHMENTS

Current member of the **National Restaurants Association**

Current member of **CHART** - Council for Hotels and Restaurant Trainers

2018-2020 Competency Speaker at **CHART** on Instructional Design

2017 Wisetail Way Award Winner - **Apex 6**

2016 Best Content Winner - **Apex 5**

2015 Guest Speaker - **Apex 4**



REFERENCES

- References available upon request