

CHARLES EHLER

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◦ 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

Innovative and results-driven Instructional Designer and Learning & Development leader with over 10 years of experience in multimedia, e-learning, and instructional design. Expertise in developing and delivering engaging, learner-focused training solutions, including virtual, instructor-led, and self-paced content. Adept at utilizing cutting-edge multimedia technologies, including videos, to create immersive learning experiences. Strong background in managing learning, optimizing LMS platforms, and driving cross-functional collaboration to enhance training effectiveness.



EMPLOYMENT HISTORY

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

March 2022 — Present

- **Curriculum Development and Implementation:** Spearhead the design and deployment of innovative learning materials and interactive courses, elevating training standards and ensuring compliance with industry and organizational guidelines at Portillo's.
- **Cross-functional Collaboration:** Foster strong relationships with cross-departmental teams and external vendors to ensure the creation of high-quality educational resources, leading to enhanced operational efficiency and employee performance..
- **Learning Management System (LMS) Optimization:** Administer the Learning Management System, enhancing its functionality and user experience, resulting in a 25% increase in course completion rates and positive feedback from the staff.
- **Performance Metrics and Evaluation:** Implement a robust evaluation framework to assess the effectiveness of training programs, yielding actionable insights that drive continuous improvement in training content and delivery methods.

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


March 2021 — February 2022

- Assisted with the training of new employees, while also monitoring the completion and proficiency of current employees.
- Created training and implemented CrunchTime!, a new inventory system for all restaurants
- Organized live training sessions for all new implementations and worked with operators to bridge the gap between operations and technology
- Administered production for the TORCH Master Class Leadership Development series

Learning and Development Manager at Torchy's Tacos, Austin

December 2018 — March 2021

- Collaborate cross-functionally with subject matter experts to create efficient training and successful company-wide roll-outs
- Developed a Train the Trainer course used to seek out and develop in-store trainers to provide career growth opportunities
- Created and sent reports of compliance completion for Hourly and Manager Team Members
- Facilitated company-wide training on major systems such as Ultipro, Talent Acquisition, SSO, and Smart Safes
- Made rapid updates to training due to changing Covid-19 mandates for example; Best Practices, Curbside Ordering, To-Gop Alcohol, and Safety



Educational Content Creator at Bar Louie Operations, Dallas

August 2011 — December 2018

- Created and wrote standards for Wisetail E-Learning
- Designed and developed innovative and engaging learning checklists, modules, and end-user training
- Filmed, designed, and edited instructional and training videos, learning modules, and quizzes for team members to access the LMS
- Trained company on HRIS, Inventory, and all training implementations.
- Created Security Awareness Training that kept Bar Louie PCI Compliant.
- Led teams through the opening process for 30+ openings



EDUCATION

- Accounting, University of Kansas, Lawrence, KS



AWARDS AND ACCOMPLISHMENTS

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- 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