

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 Torchy's 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**