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## Professional Summary

Learning and Development professional with over 10 years of international experience designing impactful, performance-driven training programs. Combines strategic instructional design expertise with hands-on proficiency in authoring tools, LMS platforms, and AI-driven solutions to deliver engaging, scalable, and data-informed learning experiences. Known for cross-functional collaboration, stakeholder engagement, and an innovative mindset with a commitment to continuous improvement and learner empowerment.

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## Education

**MA in Education and Technology** – University College London, UK – *Sept 2022*

**MBA in International Business** – Fairleigh Dickinson University, USA – *May 2018*

**BA in English Education** – Ain Shams University, Egypt – *June 2013*

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## Certifications & Honors

- Chevening Award, UK Foreign Office (2021)
- UNESCO Arab Youth Leader – Education for Sustainable Development (2020)
- USAID Women Leadership Award (2015)
- UN Youth Assembly Representative, New York (2017)

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## Key Skills

**Instructional Design:** ADDIE, SAM, Competency Frameworks, Learning Theories.

**Tools & Technologies:** ChatGPT, Google Gemini, Sora, Synthesia AI, HeygenAI, Perplexity, Deepseek, Manus AI, Articulate Storyline, Adobe Captivate, Cornerstone LMS, Moodle, VEO3, Figma, WordPress, Microsoft Office Suite.

**L&D Specialties:** Learning Analytics, E-learning Development, Stakeholder Engagement, Generative AI in Learning, Storyboarding, Coaching, Scenario-Based Learning

**Languages:** Arabic (Native), English (Fluent), Dutch (Intermediate)

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## Professional Experience

**Global Learning Specialist** – *NewCold, Netherlands*

**Dec 2024 – Present**

- Design and develop e-learning modules using Articulate Storyline and Adobe Captivate, ensuring high engagement and alignment with performance objectives.
- Leverage generative AI tools (e.g., Sora Google VEO2 & VEO 3 2 and ChatGPT) for content creation, significantly accelerating design workflows.
- Analyze LMS data and generated insights to evaluate learning effectiveness and continuously enhance programs. - Advise business stakeholders on L&D strategies, instructional methodologies, and training best practices.
- Oversee curriculum development and vendor-led training implementation for a global workforce. –
- Deliver virtual and in-person training sessions, promoting knowledge sharing across international teams.
- Developed and delivered multi-format training programs including microlearning, webinars, and interactive e-learning. Conducted thorough Training Needs Analyses and applied the ADDIE model to structure strategic learning programs. –
- Piloted use of AI-driven content assistants to improve learning design speed and scalability.

### **Senior Learning Analyst – United Nations Office for Project Services- UNOPS, Denmark**

**June 2024 – Dec 2024**

- Designed and launched global programs such as “Discover UNOPS” and the Senior Leadership Programme.
- Collaborated with senior leaders and SMEs to align training with strategic UN and SDG priorities.
- Analyzed learning data via dashboards and LMS reports, providing insights for high-level decision-making. –
- Developed scalable learning assets and documentation of best practices for internal teams. –
- Led communications strategy to promote a culture of continuous learning across UNOPS regions.

### **Senior Strategy Learning Experience Manager – Almentor, Remote**

**Nov 2021 – May 2024**

- Led the design of evidence-based learning strategies grounded in adult learning principles and competency frameworks.
- Created learner personas, defined learning objectives, and mapped evaluation criteria for tailored learning solutions.
- Supervised the development of digital learning content, integrating emerging tools and adaptive learning methodologies.
- Monitored program performance via learning analytics, recommending refinements for engagement and retention.
- Collaborated with internal and external stakeholders across sectors to ensure learning aligns with client goals.

### **Senior Learning Solutions Consultant (Gulf) – Macmillan Education, UAE**

**Jan 2020 – Aug 2021**

- Delivered training and pedagogical presentations for K-12 clients and academic partners.
- Led distributor enablement and client onboarding, driving product adoption in the Gulf region.
- Provided iterative feedback to product and marketing teams to enhance training relevance.

### **Learning & Development Roles (2013–2019)**

- **Assistant Manager of Training & Development – Marriott International, Egypt**  
Facilitated departmental training and needs assessments for hospitality staff.
- **Instructional Design Executive – Trainera Inc., Egypt**  
Designed custom courses for clients based on TNA and ADDIE.
- **Trainer & Support Specialist – United Nations HQ, USA**  
Trained 3,000+ UN staff during system transition; developed online support resources.
- **Learning and Development Specialist – Global Contact Center, Egypt**  
Delivered training across multiple sales campaigns; exceeded sales KPIs.

### **Publications**

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**Gomaa, O. & Gauthier, A. (2024).** *Sustainability in Education Technology Design: Bridging Green Design and Education for Sustainability*. In A. Ara & R. Thakore (Eds.), *Promoting Multi-Sector Sustainability with Policy and Innovation* (pp. 90–121). IGI Global. [DOI link](#)

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