

Andrew Bishop

Director of Learning & Development

206.276.1414 • andrewwilliambishop@gmail.com • [linkedin.com/in/andbishop](https://www.linkedin.com/in/andbishop)

Learning technology leader with 18 years of experience building award-winning solutions for a global enterprise. Combining deep industry knowledge with strong product management skills and a proven ability to lead and develop a multi-disciplinary team of engineers, designers, and product managers.

SKILLS & EXPERTISE

- Strategic leadership
- Product management
- Technology innovation
- Agile development
- Data analysis
- UI/UX design
- Learning content design
- Talent development
- Change management

EXPERIENCE

Senior Manager - Learning Application Development
Verizon — Bellevue, WA

Nov 2015 - Present

Owned product roadmaps and led a 13-person team in all phases of the software development life cycle. Drove adoption of our learning solutions throughout the enterprise.

- Managed a portfolio of 12 learning applications including a content management and delivery platform, an analytics engine, a text-based rostering tool, and a classroom trivia application.
- Owned the launch of version 5 of our content delivery platform, enabling the creation of blended (a)synchronous learning programs that reduced annual training costs by \$7M.
- Onboarded 200 curriculum developers into our content platform, which resulted in the creation of 2K digital courses and a monthly active learner increase of 550% to 20K.
- Delivered 1.6M annual hours of instruction via the platform with a 99.99% uptime.
- Partnered with Global Security to expand availability of our applications to 112k external partners on five continents.
- Reduced infrastructure costs 43% by moving our applications to AWS.
- Launched version 6 (beta) of our content and delivery platform, built on an all-new stack using the latest API, server, front-end, and real-time analytics technologies; expected to further reduce operating costs through increased automation and personalization.

Co-Founder
CascadeHQ — Seattle, WA

Feb 2014 - Dec 2016

Co-founded an S corporation building a digital learning platform for small-medium businesses. Led product management, design, and business development.

- Performed market analysis to identify product opportunities.
- Owned the product roadmap and feature prioritization.
- Created product design wireframes used to build version 1.
- Pitched the product to prospective customers and investors.
- Consulted with our anchor customer, a burgeoning franchise of flotation therapy spas, and

- helped them build their first training programs in the product.
- Created a Google Ads campaign to generate sign ups.

Manager - Learning Technology
Verizon Wireless — Bellevue, WA

2009 - Oct 2015

Co-creator and product manager of a custom digital learning content and delivery platform that replaced printed training materials with mobile-friendly e-textbooks.

- Owned the roadmap, analysis, and design for 4 full-version releases (and numerous point releases) of the platform, doubling our monthly active learners with each release and serving content to more than 80K employees. Saved \$1M annually by eliminating print and distribution costs.
- Owned the design and launch of a custom learning content management system that further reduced operating costs \$2M annually by enabling the reuse and single-sourcing of content.
- Received ATD BEST 2014 award in recognition of our innovative use of technology to deliver leadership training.
- Received Silver award from Brandon Hall for Best Advance in Unique Learning Technology 2012.

Manager - E-Learning Development
Verizon Wireless — Bellevue, WA

2008 - 2009

Owned the enterprise learning content strategy and led the implementation of an off-the-shelf learning content management system. Managed 4 e-learning developers supporting sales and service training.

- Gathered requirements, crafted the strategy, and configured the learning content management system to support the work of 5 different training teams.
- Created and delivered the training curriculum onboarding 50 instructional designers into the content system.
- Reduced annual training costs \$1M through the reuse and single-sourcing of learning content.
- Led a team of developers that provided custom e-learning solutions for 30K sales and customer service employees.

E-Learning Developer
Verizon Wireless — Bellevue, WA

2001 - 2008

- Developed over 100 e-learning courses on VZW directional systems, all of which were delivered on time and on budget.
- Led a team of technical writers that designed custom online help solutions resulting in \$150K annual cost savings.
- Hired and supervised e-learning contractors to support the development of systems courseware and online help projects.
- Managed external vendors contracted to develop online courseware for Verizon Wireless.

Instructional Designer, Customer Service Representative
Amazon.com — Seattle, WA

1998 - 2001

- Developed, managed and delivered the Customer Service and Marketplace new hire curricula.
- Developed the first series of online courses for the Customer Service department.
- Designed and managed the Customer Service Training Website.

EDUCATION

University of Washington, Seattle, WA – Bachelor of Arts in English, 1998