

Andrew Burns, M.Ed

Senior Instructional Design Specialist
Senior Learning & Development Specialist
Senior Learning Designer

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PROFESSIONAL PROFILE

Learning & Development Professional with more than ten years of experience with a background in education, project management, learning and instructional design principles, learning technologies, software development, and Artificial Intelligence authoring and production tools. Effective at combining creativity, problem solving, critical and design thinking concepts to help others improve their learning opportunities in a 21st-century learning environment life in the workplace and classroom. A lifelong learner with strong work ethic and open-mindedness to incorporate my experience into my training while learning new skills for my overall career growth.

PROFESSIONAL EXPERIENCE

Iron Mountain

Senior Instructional Design Specialist

Sales Enablement Learning & Development Team

Remote, Canada May 2022 - September 2025

- Partnered with subject matter experts globally, identifying the target audience's training needs, and measurable objectives ensuring the content aligned with those objectives.
- Applied knowledge of adult learning theory to identify appropriate training media and methodologies based on audience learning styles, course content, audience location, point within the learning process.
- Incorporated adult learning theory and principles, social and mobile learning, instructional and learning design concepts, and curriculum design to build e-learning, instructor-led, and blended approach education for fast-paced learning environments.
- Managed multiple projects in a fast-paced Sales Enablement environment including the following key initiatives:
 - Digital Product Training Framework: 20% increased sales productivity, increase in \$1M+ deals.
 - "Pipeline Palooza": Resulted in \$49M+ deals in 2025, increased engagements with stakeholders.
 - "Sales Methodologies: MEDDICC": shortened deal cycles for sellers from 300+ days to 90 days.
- Built and designed innovative engaging learning activities and compelling course content to enhance retention and transfer in a variety of formats to support different learning styles including

EDUCATION

Master's of Education, Learning Design and Technology Integration

Saint Mary's University of Minnesota

2016-2018

Bachelor's Degree, Applied Arts in Teaching Social Studies in Secondary Education

University of Minnesota Duluth

2009-2013

CONTINUING EDUCATION

Full Stack Web Development Certificate

University of Minnesota Twin Cities

2018-2019

KEY SKILLS

- INSTRUCTIONAL DESIGN
- ADDIE MODEL
- RAPID PROTOTYPING & TESTING
- KIRKPATRICK MODEL
- PROJECT MANAGEMENT
- ELEARNING, INSTRUCTOR-LED TRAINING, AND FACILITATOR
- ADULT LEARNING PRINCIPLES
- CRITICAL THINKING
- DESIGN THINKING
- CURRICULUM DEVELOPMENT
- DEVELOPING ASSESSMENTS

podcasts, videos, simulations, role-plays, scenario-based, micro-learnings, games, etc.)

- Translated learning content into learners' native languages, enhancing clarity and inclusivity to support diverse learning needs.
- Collaborated with multi-cultural teams to monitor completion, comprehension, and retention of the content deployed to identify content effectiveness, continuous improvement opportunities and lessons learned.
- Embraced innovative emerging AI technology and authoring tools to design, develop, implement, and evaluate interactive and engaging learning experiences for the organization's internal learners - global sales representatives.

FindLaw, Thomson Reuters

Digital Solutions Trainer

Learning & Development Team

Eagan, MN November 2019- May 2022

- Collaborated with company stakeholders and subject matter experts to identify learning needs and targets. Developed instructional and assessment methods to train staff on products, systems, and procedures based on ADDIE and skill gap analysis learning models.
- Oversaw and assisted with the build of the learning management system designed to meet FindLaw's specific needs. This learning platform provided a central location for employees to gather documentation and tutorials for their respective roles.
- Produced and delivered learning and development courses and materials for team members in project management, web content, digital marketing, and PPC personnel through in person or virtual delivery.
- Wrote and designed learning materials for the e-Learning Curriculum Courses for FindLaw. These courses were built using Articulate Rise, Snagit, and Camtasia. They include courses on FindLaw products, web accessibility best practices, Wrike time tracking procedures, new employee orientation, and FindLaw specific roles and responsibilities.
- Developed and trained in person and virtual trainings including new employee-orientation, intern orientation, effective communication, Wrike Time Tracking, WordPress and Divi skills, UX Design, and Microsoft Teams.

FindLaw, Thomson Reuters

Project Manager

Eagan, MN July 2018-November 2019

- Managed and led a team of website professionals in an Agile work environment
- Coordinated important milestones and tasks with a team to deliver custom websites for attorneys to increase their online marketing performance
- Mentored and coached new project managers on the team to complete their daily responsibilities

- TECHNICAL FLUENCY
- DATA AND ANALYTICS
- SPOKEN AND WRITTEN COMMUNICATION
- THRIVE AS INDEPENDENT WORKER IN AGILE ENVIRONMENTS
- AI DRIVEN INSTRUCTIONAL DESIGN AND DEVELOPMENT
- VIDEO PRODUCTION & EDITING

TECHNOLOGY SKILLS

- ARTICULATE RISE & STORYLINE
- ADOBE PREMIERE PRO
- ADOBE AFTER EFFECTS
- ADOBE ILLUSTRATOR
- ADOBE PHOTOSHOP
- WORDPRESS
- GOOGLE VIDEOS
- CAMTASIA
- LEARNING TECHNOLOGY AND LEARNING MANAGEMENT SYSTEMS (SHOWPAD & MINDTICKLE)
- LARGE LANGUAGE MODELS & NATURAL LANGUAGE PROCESSING
- GENERATIVE ARTIFICIAL INTELLIGENCE
- MICROSOFT OFFICE 365
- SYNTHESIA
- ELEVEN LABS
- CANVA
- KAHOOT
- NOTEBOOKLM
- PROMPT ENGINEERING

ADDITIONAL EXPERIENCE

- Minnesota Math and Science Academy - Social Studies Department Head and Teacher - Saint Paul, MN August 2017 - June 2018
- World Learner School - Secondary Social Studies Teacher - Chaska, MN July 2015 - August 2017
- Brightmont Academy- Instructor (Social Studies, Music, Technology) - Plymouth, MN September 2014- June 2015

LEADERSHIP

- Led Tiger-Team meetings for Sales Enablement initiatives focused on improving the sales and internal organizations.
- Conducted various vendor meetings discussing needs and use cases for the sales organization.
- Partnered with sales leadership to understand their business goals and translate those into a cohesive learning strategy, including analyzing KPIs vital to the sales organization.
- Coordinated and led meetings with key stakeholders, subject matter experts, senior, and management colleagues to identify key learning opportunities.
- Redesigned and facilitated the FindLaw Digital Solutions New Employee Onboarding Training Program.

REFERENCES

References upon request.

ACHIEVEMENTS

- DESIGNED AND IMPLEMENTED E-LEARNINGS WITH OUR TEAM THAT RESULTED IN THE DBU COMMERCIAL SALES TEAM EXPERIENCING YTD RECURRING REVENUE BOOKINGS TOTAL OF \$86M. AS OF THE END OF Q3, WHICH IS UP 119% YTD YoY, AND THEY HAD A SIGNIFICANT INCREASE IN \$1M+ DEALS IN THE PAST TWO QUARTERS OF 2024.
- CREATED AND AUTHORED INNOVATIVE AI-ROLEPLAY SCENARIOS, FOCUSED ON PROSPECTING AND OBJECTION HANDLING FOR A GLOBAL AUDIENCE OF SALES REPRESENTATIVES
- DESIGNED, DEVELOPED, AND IMPLEMENTED A DESIGN AND DEVELOPMENT ACADEMY FOR OUR SALES ENABLEMENT TEAM FOR SKILL-BUILDING WITHIN HIS OWN DEPARTMENT, SHOWCASING A STRONG ABILITY TO PIVOT AND DELIVER HIGH-IMPACT INTERACTIVE LEARNING SOLUTIONS.
- RECOGNIZED BY THE HEAD OF CUSTOMER SUCCESS & SUPPORT FOR THE CALL SCHEDULER AND WEB ACCESSIBILITY TRAININGS FOR FINDLAW DIGITAL SOLUTIONS
- WORKED ON AWARD WINNING WEBSITES AS PROJECT MANAGER LEADING THE FULFILLMENT TEAM