

JESSE ABAD

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PROFESSIONAL SUMMARY:

Accomplished and results-driven E-Learning Development Specialist with experience in LMS implementation and a proven track record of designing dynamic e-learning experiences that inspire learners and drive organizational growth. Adept at utilizing cutting-edge rapid development tools like Articulate Storyline360 and Rise360 to create engaging, interactive, and data-driven learning solutions. Collaborate effectively with cross-functional teams to understand training needs and develop tailored solutions that align with organizational objectives.

TECHNICAL SKILLS:

- **Learning Management Systems (LMS):** LearnDash, LearnPress, WordPress
- **Data Analytics:** Microsoft Excel, Google Sheets, Google Apps Script
- **Operating Systems:** Windows, macOS, mobile platforms (iOS, Android)
- **Training Documentation:** Experience creating user guides, troubleshooting manuals, and knowledge base articles.
- **Problem-Solving:** Strong analytical and problem-solving skills for rapid troubleshooting and solution development.

E-LEARNING DEVELOPMENT TOOLS

- Articulate Storyline360/Rise360
- Adobe Captivate
- WET-BOE Toolkit
- HTML5

EDUCATION:

Network Security Technician Diploma Program
Robertson College, Jan. 2024 - present

Certificate on Instructional Design
University of Toronto, OISE - June - Aug 2022

Bachelor of Fine Arts, Major in Advertising
Technological University of the Philippines - March 1995

EXPERIENCE:

Technical Support Advisor for Intouch CX - Marshmallow SBU (Aug. 2023 - present)

- **Technical Proficiency.** Excelled in identifying and resolving complex technical issues, adapting problem-solving techniques to meet individual customer needs without compromising on quality outcomes. Demonstrated deep knowledge in troubleshooting various technologies, including iOS, iPadOS, iWatchOS, Apple devices and mac products resulting in a decrease in repeat customer issues.

- **Customer Advocacy.** Demonstrated unwavering commitment to customer service, successfully managing over 150 customer interactions per month, ensuring a positive and comprehensive resolution to their technical issues. Employed an effortless experience approach for customers, leading to a consistent customer satisfaction score through proactive engagement and exceeding service expectations.
- **Feedback and Growth.** Actively sought out and incorporated feedback for self-improvement, leading to enhanced performance and customer service delivery. Worked effectively within a team environment, contributing to a supportive and knowledge-sharing culture.

E-Learning Developer at Technologies for Learning Group (Jan. 2019 - Nov. 2022)

- Designed and developed engaging e-learning courses for diverse clients, ensuring learner engagement and knowledge retention. I spearheaded the design and development of captivating e-learning courses for diverse clients, engaging learners while promoting optimal knowledge retention. By collaborating closely with subject matter experts, I identified precise training needs and curated content that precisely aligned with learners' requirements. Implemented interactive quizzes and assessments, resulting in an impressive 15% increase in learner participation and significantly enhanced knowledge retention rates.
- Managed and administered the Learning Management System (LMS) to facilitate seamless training delivery and progress tracking. Streamlined the LMS interface and navigation, simplifying user access to courses and training materials. Monitored learner progress and conducted regular assessments to analyze the effectiveness of training programs, enabling data-driven improvements and achieving an 85% completion rate for courses.
- Built accessible e-learning modules in multiple platforms (Articulate360, Storyline360, Wordpress, LearnDash), promoting inclusivity and accommodating diverse learners. Implemented text alternatives for images, keyboard navigation support, and adjustable font sizes to ensure compliance with accessibility standards. Received accolades from clients for enhancing the accessibility and usability of their training materials.
- Developed a responsive public Accessibility course, available in both English and French, catering to bilingual learners. Collaborated with translation teams to create accurate and culturally appropriate content in French, extending the reach of the course to French-speaking audiences and promoting an inclusive learning environment.
- Ensured industry compliance and accessibility standards (WCAG) by proactively converting existing learning modules. Conducted thorough accessibility audits and made necessary updates to legacy courses, achieving full WCAG compliance for all modules. This initiative significantly contributed to the company's reputation as a leader in creating accessible e-learning solutions.
- Provided exceptional technical support to clients, resolving inquiries promptly and optimizing the learning journey. Maintained a high level of client satisfaction through responsive and efficient troubleshooting.

Team Manager at Cognizant Technology Solutions - Philippines (Aug. 2014 - Oct. 2018)

- Led a high-performing technical team in delivering exceptional support to internal and external clients, ensuring smooth operations and efficient issue resolution. Introduced weekly team meetings to

address challenges and foster open communication, resulting in a 20% decrease in escalations and improved client relationships.

- Optimized team workflows and processes based on performance data and client feedback, resulting in a 20% increase in team productivity and overall customer satisfaction. Implemented a knowledge-sharing platform that improved the team's troubleshooting efficiency and reduced the average resolution time by 25%.
- Exceeded target metrics by identifying and addressing failure drivers proactively. Conducted root cause analysis of recurring issues and implemented targeted training sessions to address knowledge gaps among team members. As a result, the team achieved a 98% first-call resolution rate and earned commendation from clients for their expertise and support.
- Prepared and presented monthly performance reports to stakeholders, showcasing key achievements, team progress, and areas for further improvement. These reports provided valuable insights for decision-making and allowed for timely adjustments to meet organizational goals.
- Conducted regular coaching and training sessions for team leads and agents, fostering continuous professional development and enhancing technical expertise. Recognized by upper management for developing high-potential team members, resulting in a 30% increase in internal promotions.
- Managed various aspects of team operations, including attendance, leaves, KPI tracking, performance appraisals, and individual growth plans, contributing to a motivated and high-performing team. Implemented a performance-based rewards program that incentivized exceptional performance and contributed to a 15% decrease in employee turnover.

Technical Support Associate at Cognizant Technology Solutions - Philippines (July 2013 – Oct. 2018)

- Delivered expert technical support on Google Web Designer and DoubleClick Studio platforms, addressing end-users' queries and providing effective solutions. Received accolades from clients for the high level of support and quick issue resolution.
- Built, troubleshooted, and packaged dynamic rich media ads for the DoubleClick Studio platform, ensuring clients received visually appealing and functional advertising materials. Streamlined the ad production process, reducing delivery time by 20%, and enabling clients to launch campaigns ahead of schedule.
- Maintained a well-organized client's template database and rich media gallery website, facilitating easy access and retrieval of essential creative assets. Implemented a metadata system that improved searchability and reduced asset retrieval time by 40%.
- Created, updated, and troubleshooted rich media templates for various platforms (DoubleClick Studio, DCM, and DFP), aligning with client specifications and driving advertising campaign success. Received recognition from clients for delivering high-quality templates that improved click-through rates by an

average of 15%.

- Assisted the manager in implementing team processes and policies, ensuring a streamlined and consistent approach to technical support and creative development. Conducted training sessions on new platform features, resulting in an 80% increase in team members' proficiency in handling advanced technical issues.

E-Learning Developer at Xerox - Philippines (Feb. 2011 – July 2013)

- Designed and developed captivating e-learning courses for external clients using a variety of authoring tools (Flash/AS3, Adobe Captivate 5, Shift & Articulate). Incorporated interactive simulations and scenarios that resulted in a 25% increase in learner engagement and completion rates.
- Regularly updated e-learning courses based on client requirements, adapting training content to evolving needs and ensuring up-to-date information. Conducted periodic content reviews and made updates in response to client feedback, leading to a 20% increase in learner satisfaction.
- Enhanced existing online e-learning sites built on Flash technology, improving user experience and accessibility for learners. Rebuilt navigation menus and integrated user-friendly features, resulting in a 30% decrease in user support inquiries related to navigation issues.

Creative Associate | Mary Kay (Phils.), Inc. | January 2004 – October 2010

- Ensured consistent implementation of Mary Kay's brand image across designs, communication materials, displays, and premium items.
- Managed the design process for various print materials, including the monthly salesforce magazine "Applause" and Starter Kit literature components.
- Collaborated with suppliers to ensure accurate production and timely delivery of high-quality print materials.
- Captured product imagery, premium items, and event portraits through photography and videography.
- Developed impactful PowerPoint presentations for product launches, training sessions, and events.
- Led the conceptualization of area layouts for major company events, media launches, and product displays, ensuring alignment with overall themes.
- Spearheaded the initial development of the Mary Kay website in collaboration with the IT department.
- Currently driving the development of digital marketing tools such as Ebuzz for the sales force and Beaut-e-News for consumers.
- Managed monthly updates of website content and design, maintaining brand consistency across all elements.

Creative Associate | Nu Skin Philippines | September 2001 – December 2003

- Contributed creative solutions to the company, assisting the execution of effective creative materials.
- Conceptualized and designed impactful campaign materials, including posters, brochures, flyers, presentations, and audio-visual formats.
- Collaborated with printers for accurate production, overseeing file preparation, color proofing, and press checks.
- Developed engaging materials such as posters, brochures, and presentations for various marketing activities.

- Provided support to teams in digital image handling, file conversion, image optimization, and design quality assurance.