

MARK KIM

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SUMMARY

Learning designer with 7+ years of experience developing scalable training programs in cloud, data, and AI domains. Skilled at rapidly designing, deploying, and iterating training collateral to address evolving project requirements. Proven ability to analyze performance data, identify training gaps, and enable operations teams to deliver high-quality outcomes.

EXPERIENCE

Snowflake, Technical Content Developer

May 2023 – Present

- Led overhaul of Snowflake's highest revenue-generating course, collaborating with Product Management and Field Engineering to integrate new features (GenAI, Data Lakes, Apache Spark, Apache Iceberg). This initiative drove a 14% increase in NPS satisfaction and 12% YoY revenue growth, resulting in \$10M+ impact.
- Designed and launched a new Instructor-Led Python Data Engineering course, which rapidly became one of the most in-demand offerings, strengthening Snowflake's reputation in the data engineering ecosystem.
- Partnered cross-functionally with SMEs, engineers, and product leaders to translate complex distributed systems and emerging features into accessible, hands-on training content.
- Supported a \$10M+ YoY revenue impact by aligning technical training content with distributed systems, AI, and data engineering initiatives.

Yugabyte, Senior Curriculum Engineer

Jan 2022 – May 2023

- Designed and launched "Yugabyte University," scaling to 14,000+ learners in its first year.
- Rapidly developed technical training collateral for distributed database and DevOps use cases, iterating based on error patterns and learner metrics.

- Showcased advanced distributed database use cases—including cross-cloud functionality, point-in-time recovery, and fail-safe redundancies—through workshops and talks at the Distributed SQL Summit, driving awareness of enterprise scalability and resilience.
- Built self-paced product certifications and lab-based workshops tailored for enterprise DevOps and DBA teams, increasing practical learning engagement by 22%.

2U, Curriculum Engineer

May 2019 – Dec 2021

- Developed AWS Developer Certification-aligned training, boosting enrollments by 35%.
- Built multimodal learning solutions—including video explainers, assessments, and GitHub-tracked projects—supporting professional enablement.
- Monitored completion rates and learner feedback, iterating curriculum design to improve satisfaction and engagement.

EDUCATION

University of California, Los Angeles

B.S. • Electrical Engineering

SKILLS

Instructional Design • Scenario-Based Learning • Instructional Design • Course Roadmaps • Authoring Tools • Python • SQL • Data Engineering • Apache Iceberg • Artificial Intelligence (AI) • Cloud Platforms (AWS, GCP, Azure) • E-Learning