

Robert Dolliver

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Professional Summary

Certified Training Manager and Technical Learning Specialist with 30+ years of experience leading instructional design, e-learning development, and customer/end-user training across in-person, virtual, and web-based formats. Proven record of transitioning programs to scalable, self-paced models that reduce cost and improve engagement. Skilled in curriculum design, LMS administration, technical documentation, and data-driven improvement. Recognized for mentoring teams, aligning training with business goal...

Featured Projects & Highlights

- **AI-Narrated E-Learning Conversion** — Led transition from instructor-led to self-paced modules (Moodle + AI voiceover), **cutting training costs ~20%** while expanding access to **500+ learners**.
 - **Moodle LMS Optimization** — Streamlined workflows, analytics, and content standards, **reducing onboarding time ~15%** and improving completion rates **~15%**.
 - **Technical Certification Program** — Built Tier 1/Tier 2 certification for support staff, driving **~30%** competency improvement and better escalations.
 - **Hands-On Labs** — Designed 3–5 day lab-based classes that increased engagement **~30%** via guided practice and evaluations.
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Professional Experience

Casa Systems — Andover, MA

Training Manager · Jan 2013 – Jun 2024

- Led a team of five in-house trainers plus contractors; standardized templates, style guides, and review cycles; **reduced onboarding time ~15%**.
- Transitioned in-person courses to scalable self-paced training in Moodle LMS; **reduced delivery cost ~20%** and increased accessibility for **500+ employees**.
- Built hands-on lab curricula for multi-day courses; **boosted participant engagement ~30%**.
- Implemented AI narration and analytics to accelerate course creation and track learner progress; **improved completion rates ~15%**.
- Mentored junior trainers on e-learning best practices; increased team productivity **~20%**.
- Established continuous feedback loops (360° reviews) to **raise customer satisfaction ~25%**.
- Produced SCORM-compliant modules in Captivate and maintained content quality across offerings.

Single Digits — Bedford, NH

Training Manager · Mar 2008 – Jan 2013

Interim Customer Support Manager (Concurrent, Mar 2010 – Apr 2011)

- Developed training programs with cross-functional teams; identified curriculum needs across Professional Services and Support; delivered semi-annual staff training for 100% of team members.
- Launched targeted, on-demand performance improvement curriculum.
- Expanded department scope to include soft-skills training; **improved Tier 1 outcomes ~25%** through structured evaluations.
- Implemented a technical support certification track; **increased staff competency ~30%**.
- Directed content development as lead editor; delivered **50+** instructional modules on schedule.
- As Interim Support Manager: led **~30** staff, delivering Tier 1 customer service and Tier 2 network support; implemented escalations to **improve efficiency ~20%**.

Cisco Systems — Nashua, NH

Instructor/Developer · Apr 2003 – Mar 2008

- Developed and delivered training on the (Summa 4) soft-switch platform and related technologies; trained **200+** customers and partners annually.
- Built courseware and labs; increased measured understanding **~25%** via structured evaluations.
- Collaborated with product teams to reflect new features and release changes in training content.

Bay Networks — Andover, MA

Instructor/Developer · 1998 – 2003

- Designed and delivered technology/product classes including DECnet Phase 5, IP fundamentals, switching, and VPN product lines.

Telecommunications Inc. — Denver, CO

Broadband Technical Instructor · 1994 – 1998

- Trained technicians on head-end maintenance, broadband telephony, and coaxial plant maintenance; supported **500+** field personnel.
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Skills

Instructional Design & Delivery: Curriculum Design · SCORM · Captivate · Camtasia · Video/Screencast Production · AI Voiceover

LMS & Platforms: Moodle · Totara · Analytics/Reporting · Content Standards/Style Guides

Tools & Software: Microsoft Office Suite · Snagit · GIMP · Audacity · Linux

Networking & Support: IP Fundamentals · Connectivity Troubleshooting · Lab Setup

Leadership & Operations: Mentoring · Team Leadership · Project/Program Management · Process Improvement

Education & Certifications

- **B.S., Forestry Engineering** — University of Maine, Presque Isle
- **CompTIA CTT+ (Certified Technical Trainer)**
- **Certified Cloud-Native Associate**