NATHANIEL WASDEN, MA

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SKILLS

Program Design, Instructional Design: Articulate; Product Design, Video Production: Adobe Premiere, Camtasia; Process Automation: Selenium, Python; Project Management, Research & Data Analysis: Domo, Qualtrics; Computer Programming, Stakeholder Collaboration, Learning Management Systems Administration, APIs, LLM Prompting

EXPERIENCE

Program Coordinator, Customer Education, *MasterControl* | March 2024–Present • *Remote*
- Automate translation of 750+ courses in 15 languages, cutting time by 98% and enabling market expansion.
- Lead successful LMS launch tailored to various user groups; improved user experience and training adoption.
- Automate LMS implementation tasks, eliminating 1,000+ hours of manual work.
- Collaborate with product managers to align training with product releases, ensuring smooth adoption.
- Build responsive training pages using HTML, CSS, JavaScript, and Node.js to guide users to relevant content.
- Boost certification issuance by 133% in 3 months via credential program updates and improved engagement.

Learning Experience Designer, *MasterControl* | April 2021–March 2024 • *Remote*
- Developed blended learning content using Articulate 360, Camtasia, and Adobe Premiere.
- Built and managed a digital credential program with 600+ exam questions and automated grading/recertification; achieved 96% satisfaction and +88 NPS.
- Maintained a 750+ course LMS for 10,000+ monthly visitors, updating content with monthly product releases.
- Created implementation walkthroughs aligned with sales, customer success, and professional services workflows.
- Leveraged Domo, Qualtrics, and customer feedback to measure learning effectiveness.
- Designed custom ILT/VILT sessions and event training for internal and external audiences.
- Partnered with subject-matter experts to define learning objectives and build scalable instructional content.
- Authored program protocols to standardize processes across teams.

Instructional Designer, *Mountainland Technical College (MTECH)* | May 2020–April 2021 • *Lehi, UT*
- Designed and developed 100+ hybrid, remote, and in-person learning experiences across 10 academic programs.
- Automated registration workflows, improving access and reducing manual workload for high-demand programs.
- Administered and optimized Canvas LMS to ensure accessibility, compliance, and instructional efficiency.
- Collaborated with faculty and leadership to implement curriculum aligned with institutional goals.
- Assessed program effectiveness through survey data and interviews; recommended tech-driven improvements.
- Delivered webinars on educational technology adoption and best practices.

Instructional Designer, *EdgePoint Learning* | November 2019–April 2023 • *Remote*
Research Assistant / Teaching Assistant, *Brigham Young University* | July 2019–April 2020 • *Provo, UT*
Variable Data Programmer, *BYU Print and Mail* | April 2016–April 2020 • *Provo, UT*

EDUCATION & CREDENTIALS

Master of Arts (M.A.), Instructional Technology and Learning Sciences
Utah State University (USU), August 2020–April 2022 • *Logan, UT*

Bachelor of Science (B.S.), Psychology
Brigham Young University (BYU), August 2015–April 2020 • *Provo, UT*
Minors: Design Thinking, Information Technology, Music

Skilljar Admin Professional, *Skilljar* • Issued December 2023
Product Analytics Certification, *Pendo* • Issued August 2023
Product Management Basics Certification, *Pendo* • Issued August 2023
Product-led Certification, *Pendo* • Issued August 2023