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 using SmartCat, enabling market expansion.
- Lead a successful LMS launch and content migration for 300,000 users.
- Automate LMS implementation tasks, eliminating 1,000+ hours of manual work.
- Build web pages using HTML, CSS, JavaScript, and Node.js to guide users to relevant content.
- Collaborate with product managers to align training with product releases, ensuring smooth adoption.
- Boost certification issuance by 133% in 3 months through data-driven program improvements.

Learning Experience Designer, *MasterControl* | April 2021–March 2024 • *Remote*
- Built and managed a digital credential program with 800+ exam questions and automated grading/recertification; achieved 96% satisfaction, +88 NPS, and 100% customer retention.
- Developed written, multimedia, and in-app education using Articulate 360, Premiere, and Pendo.
- Coordinated the design of 75 custom ILT/VILT sessions for biannual customer events.
- Maintained a 750+ course LMS for 10,000+ monthly visitors, updating content for monthly releases.
- Created customer implementation walkthroughs to increase adoption and standardize processes.
- Leveraged Domo, Qualtrics, and customer feedback to measure learning effectiveness.
- Partnered with subject-matter experts to define learning objectives and build 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 programs.
- Automated registration workflows, reducing manual workload for high-demand programs.
- Administered Canvas LMS to ensure accessibility, compliance, and instructional efficiency.
- Collaborated with faculty and leadership to implement curriculum aligned with institutional goals.
- Assessed program effectiveness to inform data-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