

# NATHANIEL WASDEN, MA

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4 Ord Court, Greensboro, NC 27405

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## SKILLS

Instructional Design  
Program Design  
Process Automation

Project Management  
Research & Data Analysis  
Computer Programming

Stakeholder Collaboration  
Cross-Functional Leadership  
Strategic Initiative Execution

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## EXPERIENCE

### **Program Coordinator, Customer Education, MasterControl**

March 2024–Present • *Remote*

- Own the development and implementation of processes to automate the translation and ongoing administration of 750+ courses in 15 languages, reducing translation time by 98%, enabling MasterControl's expansion into global markets.
- Lead the implementation and launch of a new learning management system (LMS), empowering stakeholders with a best-in-class learning platform tailored to the needs of SysAdmins, end users, and employees while addressing diverse education challenges.
- Partner with product managers to align educational initiatives with feature releases, ensuring seamless adoption of tools including GxPAI-Assist, Insights, and other solutions.
- Streamlined LMS implementation processes, saving 1,000+ hours by automating tasks such as duplicating 750+ courses, updating 10,000+ hyperlinks, and exporting SCORM packages to Skilljar.
- Develop intuitive, mobile-responsive web pages in HTML, CSS, JavaScript, and node.js focusing on routing users to relevant training options to perform their job responsibilities.
- Increase digital credential issuance for the MasterControl Certified Admin Program by 133% in three months, through targeted program enhancements, streamlined processes, and effective stakeholder engagement.

### **Learning Experience Designer, MasterControl**

April 2021–March 2024 • *Remote*

- Created blended-modality educational products for MasterControl's quality and manufacturing customers and internal departments in Articulate 360, Camtasia, Adobe Premiere, and other software.
- Designed, implemented, and administered the MasterControl Certified Admin digital credential program, with over 600 examination questions and automated processes for administration, grading, and recertification while achieving a 96% learner satisfaction rate and a +88 Net Promoter Score (NPS).
- Maintained a learning library with over 750 courses for over 10,000 monthly learners while accounting for quarterly system updates.
- Aligned learning experiences with processes used by sales, customer success, and professional services departments to create comprehensive SaaS implementation walkthroughs.
- Analyzed business impact and learning effectiveness using data acquired from Qualtrics surveys, customer interviews, and other data sources in Domo.
- Led data-driven education initiatives to drive end-user adoption, increase customer engagement, and increase the likelihood of renewal and expansion.
- Created custom virtual instructor-led training (VILT) and in-person instructor-led training (ILT) materials for conferences, classes, and other educational events.
- Collaborated with subject-matter experts across MasterControl to discern learning needs and develop learning solutions.
- Drafted protocols and supporting documentation to ensure consistent program administration by other contributors.

**Instructional Designer**, *Mountainland Technical College (MTECH)*

May 2020–April 2021 • *Lehi, UT*

- Led the design and development of 100+ learning experiences across traditional, remote, and hybrid formats for 10 academic programs, ensuring alignment with institutional goals and compliance standards.
- Automated registration processes for high-demand programs, streamlining workflows and reducing manual effort, simplifying access for thousands of students.
- Collaborated cross-functionally with administrators, faculty, and staff to implement approved curricula, teaching methodologies, and learning technologies, enhancing program outcomes and alignment with organizational objectives.
- Administered and optimized the Canvas LMS, ensuring seamless access and functionality for faculty and students while supporting compliance requirements.
- Utilized data-driven insights from surveys and informal interviews to assess program effectiveness, identify gaps, and recommend curriculum and operational improvements.
- Developed and presented strategic recommendations for adopting innovative learning technologies, hosting webinars to guide faculty and administrators on implementation and best practices.

**Instructional Designer**, *EdgePoint Learning*

November 2019–April 2023 • *Remote*

**Research Assistant / Teaching Assistant**, *Brigham Young University, various departments*

July 2019–April 2020 • *Provo, UT*

**Variable Data Programmer**, *BYU Print and Mail*

April 2016–April 2020 • *Provo, UT*

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**EDUCATION**

**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)*

Minors: Design Thinking, Information Technology, Music

August 2015–April 2020 • *Provo, UT*

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**CREDENTIALS**

**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

**MasterControl Certified Admin Level 1**, *MasterControl* | Issued December 2022