

SHIVAKUMAR SHIVA

Learning Technology Architect | eLearning Solutions Architect | Digital Solutions Architect

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PROFESSIONAL SUMMARY

Learning Technology Architect with 14+ years of experience in eLearning, CMS platforms, and enterprise digital content delivery. Specialized in architecting scalable, SCORM-compliant learning solutions integrated with LMS and CMS ecosystems. Strong expertise in custom interaction development, technical solutioning, accessibility compliance, and cross-platform optimization. Proven ability to lead teams, mentor developers, and translate business requirements into robust, performance-driven learning architectures.

PROFESSIONAL EXPERIENCE

Business & Technology Delivery Specialist

Accenture | Jan 2023 (Current)

- Lead a Content Engineering team delivering end-to-end enterprise eLearning solutions.
- Architect and develop interactive SCORM-compliant courses ensuring LMS interoperability and completion tracking.
- Validate learning packages in staging environments to verify SCORM tracking, bookmarking, accessibility compliance, and cross-platform functionality prior to QA release.
- Implement advanced custom interactions using HTML5, CSS3, JavaScript, and Bootstrap.
- Integrate external JavaScript libraries (e.g., confetti animation effects) to enhance learner engagement and UI dynamics.
- Leverage GenAI-assisted development workflows to optimize scripting and accelerate production timelines.
- Participate in client requirement discussions and define scalable technical architecture.
- Manage structured publishing workflows and support CMS-based integrations where required.
- Perform accessibility validation using JAWS and NVDA Machine readers and execute cross-device compatibility testing.
- Review QA reports, perform root cause analysis, and ensure production-ready releases.
- Onboard new team members through structured knowledge transfer sessions.

- Provide technical training and mentoring across authoring platforms.
- Identify technical risks and implement mitigation strategies to maintain timelines and quality standards.

PREVIOUS EXPERIENCE

Team Lead

Hurix Systems Pvt, Ltd | *Jun 2020 – Jan 2023*

- Managed end-to-end digital project delivery across global web platforms, overseeing requirement analysis, estimation, scheduling, financial tracking, and stakeholder reporting to ensure on-time and quality execution.
- Led cross-functional coordination for web content deployment using AEM 6.5, WordPress, and Drupal, including JIRA-based ticket management, site build validation, technical QC, localization workflows, and pre/post-launch verification across multiple regional websites.
- Conducted pre-launch and post-deployment quality assurance, including asset validation (banners, emails, push notifications), backend issue resolution, A/B testing using Optimizely, and production-level defect mitigation to ensure 0% critical defects.
- Provided technical consulting and client-facing support throughout project lifecycle, proactively identifying risks, resolving backend integration issues, and ensuring alignment with commercial objectives and digital performance targets.
- Developed enterprise digital learning modules and managed SCORM packaging and LMS deployment.

Unit Leader

Packt Publishing Pvt, Ltd | *Jun 2015 – Nov 2019*

- Responsible for managing all aspects of digital distribution of video content across third-party channels as per agreed timelines quality measures and established protocols.
- Ensure and supervise such that the team of distribution executives prioritize the creation of content in various file formats as per the established guidelines and delivery dates.
- Ensure that quality checks are in place and the digital content (files) is fully functional with no errors before distribution.
- Identify opportunities to simplify content creation and delivery by suggesting improvements in processes and recommending relevant tools for automation.

Web Publisher

Cenveo Publisher Services | *Apr 2014 – May 2015*

HTML Developer

Datamatics Global Services Limited | *Oct 2010 – Jan 2014*

TECHNICAL SKILLS

- Authoring Tools: Articulate Storyline 360, Articulate RISE, Adobe Captivate, domiKnow
- Web Technologies: HTML5, CSS3, JavaScript, Bootstrap
- Standards & LMS: SCORM 1.2, SCORM 2004, LMS Interoperability
- WCAG Accessibility & Testing: JAWS, NVDA, Cross-Device & Cross-Browser Testing
- CMS Platforms: Adobe Experience Manager (AEM), Drupal, WordPress, SharePoint
- Tools & Practices: GenAI-Assisted Development, GitHub, QA Validation

EDUCATION

B.Sc. Computer Science | University of Madras

CERTIFICATION

- Career Essentials in Generative AI – Microsoft & LinkedIn (Foundational concepts in LLMs, prompt engineering, and AI-powered workflows)
- Reinvention with Agentic AI - Accenture (Enterprise AI transformation and agentic automation frameworks)