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## Instructional Designer

**Department:** Client Services**Category:** Client Services Training & Operations**Req ID:** 8660**Remote Eligible:** No**Locations:** Virtual, Virginia; Tysons Corner, Virginia☐ Get future jobs matching this search **Login** or **Register**

### Job Description

#### Overview:

##### Our Culture and Impact

Cvent is a leading meetings, events, and hospitality technology provider with more than 5,000+ employees and 24,000+ customers worldwide, including 60% of the Fortune 500. Founded in 1999, Cvent delivers a comprehensive event marketing and management platform for marketers and event professionals and offers software solutions to hotels, special event venues and destinations to help them grow their group/MICE and corporate travel business. Our technology brings millions of people together at events around the world. In short, we're transforming the meetings and events industry through innovative technology that powers the human connection.

Cvent's strength lies in its people, fostering a culture where everyone is encouraged to think like entrepreneurs, taking risks and making decisions confidently. We value diverse perspectives and celebrate differences, working together with colleagues and clients to build strong connections.

##### AI at Cvent: Leading the Future

Are you ready to shape the future of work at the intersection of human expertise and AI innovation? At Cvent, we're committed to continuous learning and adaptation—AI isn't just a tool for us, it's part of our DNA. We're looking for candidates who are eager to evolve alongside technology. If you love to experiment boldly, share your discoveries, and help define best practices for AI-augmented work, you'll thrive here. Our team values professionals who thoughtfully integrate AI into their daily work, delivering exceptional results while relying on the human judgment and creativity that drive real innovation.

Throughout our interview process, you'll have the chance to demonstrate how you use AI to learn, iterate, and amplify your impact. If you're excited to be part of a team that's leading the way in AI-powered collaboration, we'd love to meet you.

We're looking for an experienced and enthusiastic Instructional Designer to join our Cvent Client Services Learning & Development team. This role will support learning programs and Cvent's customer training designs – including videos, in-app microlearning, eLearning, and more. You'll collaborate with cross-functional, global teams to create high-impact, scalable training for Cvent customers, leveraging AI and design authoring tools, learning analytics, and innovative methodologies. This role is ideal for someone who thrives in a fast-paced tech environment, is passionate about creating engaging learning designs for customer audiences, and has excellent organizational and project management skills.

This role will report to the Manager, Instructional Design, Learning & Development.

#### In This Role, You Will:

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- Coordinate customer learning programs with a demonstrated ability to manage multiple projects simultaneously in a fast-paced tech environment
- Collaborate with cross-functional global teams to deliver scalable learning content that is timely and aligned with evolving product offerings and business priorities

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- Own the end-to-end instructional design process for customer-facing training – including needs analysis, content design and development, quality review, publish, and ongoing optimization
- Innovate and help drive customer-centric design approaches within the team across a variety of learning formats – including video, in-app microlearning, eLearning, certifications, webinar design, and more
- Champion the integration of AI and emerging technologies to enhance customer learning experiences and drive workflow efficiencies within the team
- Elevate our Voice of the Customer by aligning customer feedback and data with ongoing enhancements to our customer training content

**Here's What You Need:**

- Bachelor's degree in Instructional Design, Learning Experience Design, Learning Technologies, or a related field
- 5+ years of experience in instructional design, including 2+ years leading projects within a tech-forward environment
- Excellent project management, organizational skills, and attention to detail – able to set priorities, proactively manage timelines, and bring projects from concept to delivery with minimal supervision
- Experience working collaboratively with stakeholders across cross-functional, global teams
- Skilled in designing and implementing engaging, on-brand, scalable learning experiences—such as microlearning, personalized pathways, or just-in-time performance support—tailored to digital SaaS audiences
- Strong communicator, with the ability to distill technical or complex concepts into easy-to-understand, actionable learning
- Expertise in instructional methodologies and a range of learning technologies (such as Articulate, Adobe Creative Cloud, Camtasia, AI authoring tools, LMS platforms, in-app engagement software, learning analytics, etc.)
- Ability to synthesize data and learner feedback for continuous program improvement
- Passion for Learning & Development and shaping the future of customer learning with innovative AI and technology solutions

Applicants should include a link to a digital portfolio and/or samples of relevant work within their application.

Ready to drive customer success and product adoption at Cvent through innovative, on-demand learning experiences? Let's shape the future of training together.

*We are not able to offer sponsorship for this position*

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What is your favorite part of your job?

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## Benefits and perks



Shuja

Team Lead



Retirement Planning



Career Development



Global Workforce



Health Coverage



Volunteer & Activity Match



Community Engagement

[Life at Cvent \(/life-at-cvent\)](/life-at-cvent)

## We're proud to be an equal opportunity employer

At Cvent, we celebrate, support, and are committed to creating a diverse and inclusive environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status or any other legally protected characteristics.

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