



David Wald

Learning & Development Resume



PROFILE SUMMARY

- 9 Certifications in Learning & Development
- 10 Years of Combined L&D Experience
- 20 Years of Digital Design Experience
- Expertise in Product, Technology & Sales Training

Expert Industry Proficiency Includes:

- Adult Learning Theory
- Andragogy
- ADDIE
- Bloom's Taxonomy
- Flipped Classroom
- Blended Learning
- Instructional Design
- LMS Administration & Deployment
- Classroom, Seminar, & Virtual Training
- Standardized Test Writing
- Graphic Design
- Web Design
- CCNA

Expert Software & Coding Skills Include:

- Articulate 360 Storyline, Quizmaker, Review, & Engage
- TechSmith Camtasia & Snagit
- Microsoft 365 PowerPoint, Word, Excel, Planner, Forms, SharePoint, Outlook & Teams
- Adobe CC Photoshop, Illustrator, InDesign, Rush, & Dreamweaver
- Webex Teams & GoTo Meeting
- ADP Learning, Surge 9, Moodle, WordPress, & Ziiva LMSs
- Salesforce
- HTML 5, JavaScript, CSS, PHP, jQuery, & SQL coding
- FileZilla & cPanel
- Procreate



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4750 Tree Swing St.
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WORK EXPERIENCE

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Senior Learning Consultant

FEBRUARY 2010 - PRESENT

TPx Communications (Las Vegas, NV)

Primary Responsibility Highlights:

- ✓ Training within classroom, seminar & virtual environments (2 – 500 learners per class)
- ✓ Supporting a student base of 1800 students
- ✓ Tracking student scores/activity
- ✓ LMS deployment & administration in multiple environments
- ✓ Planning/building/running/evaluating product certification classes, sales onboarding classes, & systems launch classes
- ✓ Building IDPs (Instructional Design Plans)
- ✓ Performing gap analysis to determine paths of continued education
- ✓ Designing advanced online training modules & quizzes
- ✓ Recording/creating/editing educational videos & cartoons
- ✓ Building PowerPoint training decks & templates used across the business
- ✓ Writing/designing training books, job aids, flyers, labs, exercises, logos, social posts, and tests
- ✓ Fostering communications with C-Level Executives, Vice Presidents, & Management
- ✓ Taking complicated technology, sales, and systems concepts and simplifying them for effective learning
- ✓ Developing web-based tools to mitigate business pain points, increase employee productivity, & streamline processes

Operations Manager & Training Specialist

JANUARY 2008 – FEBRUARY 2010

AT&T Communications (Las Vegas, NV)

Primary Responsibility Highlights:

- ✓ Delivered classroom on new processes, procedures, technologies, and services
- ✓ Successfully trained entire employee bases on job roles at multiple newly opened locations across the USA
- ✓ Managed and motivated a team of 17 employees
- ✓ Reviewed employee stats to determine strengths to commend and weaknesses to coach on
- ✓ Performed call quality scoring and reviewing with craft level employees
- ✓ Handled management escalations
- ✓ Assisted team members with difficult technical issues
- ✓ Assisted/Developed multiple web-based tools to mitigate business pain points, increase employee productivity, & streamline processes

Director of Operations & Marketing

JANUARY 2004 – JANUARY 2008

Ingen Technologies (Yucaipa, CA)

Primary Responsibility Highlights:

- ✓ Managed and motivated a team of employees in an outbound call center environment
- ✓ Reviewed employee stats to determine strengths to commend and weaknesses to coach on
- ✓ Built/delivered/maintained the company website, employee training and all marketing/product designs
- ✓ Was awarded 2 best ad designs of 2007 by Chiropractic Economics Magazine and DC Products Review Magazine

** I have also worked for Philips, Nokia & AOL in technical roles unrelated to L&D*



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EDUCATION

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Learning Science in Training Delivery Certification

Association for Talent Development (ATD)

MARCH 2022

Expert on how the adult mind processes information and retains...

Essentials of Brain-Based Learning Certification

Association for Talent Development (ATD)

JUNE 2021

Expert in cognitive science and how those concepts can inform delivery of training events...

Designing Virtual Training Certification

Association for Talent Development (ATD)

APRIL 2021

Apply learning theories and models, the steps of ADDIE, and the needs assessment process to virtual learning events...

Training Certification

Association for Talent Development (ATD)

SEPTEMBER 2019

Comprehension from planning, to delivery, to evaluation in corporate training...

Flipped Classroom Certification

Association for Talent Development (ATD)

AUGUST 2018

Makes the classroom an active learning environment...

Facilitation Skills Certification

Association for Talent Development (ATD)

FEBRUARY 2018

Leadership skills for learner, team, & meeting facilitation...

Standardized Test Design & Delivery Certification

Association for Talent Development (ATD)

DECEMBER 2017

ACT standardized test writing means learner results can be used in legal proceedings...

Presentation Skills Certification

Association for Talent Development (ATD)

NOVEMBER 2017

Effective presentation skills for maintained learner engagement & memory retention...

Cisco Certified Network Associate (CCNA)

Cisco Certification Bootcamp (Las Vegas, NV)

AUGUST 2016

I am a Cisco certified network associate in routing & switching...

Credential: **415184658865FPAM**

Web Design Certification

Association for Talent Development (ATD)

JANUARY 2016

HTML 5 and Cascading Style Sheet (CSS) coding expertise...

High School Diploma

Sickles H.S. (Tampa, FL)

JUNE 2002

Graduated in the top 10% of my class with a 3.88 GPA...



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AWARDS

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Employee of the Quarter - 3rd Quarter 2018

TPx Communications

Awarded for increased sales based on successful design and delivery of a UCaaS training program.

Employee of the Quarter - 4th Quarter 2016

TPx Communications

Awarded for going above and beyond to assist in the betterment of the business.

Employee of the Quarter - 3rd Quarter 2011

TelePacific (Now TPx)

Awarded for going above and beyond to assist in the betterment of the business.

Reader's Choice Design Award 2007

DC Products Review Magazine

Awarded for ad design on Ingen Technologies' Secure Balance product ad.

Best Ad Design Award 2007

Chiropractic Economics

Awarded for ad design on Ingen Technologies' OxyView product ad.



RECOMMENDATIONS

[Learn More](#)

Shane Coty

*Senior Enterprise Global Account Director
Tata Communications*



I have been fortunate enough to be a member of two of David's classes. Being relatively new to the UCaaS world myself, David made the material understandable and easy to relate to. He keeps his class engaged and fosters a environment of participation and success. Easy to get along with and speak to, he also has a immense understanding of how the material he is teaching can be used in real world scenarios and encourages thought provoking conversations allowing the students in his classes to be active participants and not just bodies in chairs. I truly value the training and support I have received from David over the past several months as I know full well, I have learned things that I will be able to carry on and use throughout my career.

Will Ng

*Customer/Digital Experience, Director Ops
Oracle*



David is in the front line of educating our large nationwide sales team on the entire catalog of products offered by TPx. He is vital to making our teams successful. David has a thorough understanding of all products, offerings and anything that generates revenue for the company. He has to be great to keep our sales team great. I have the pleasure of creating training material with David every time we launch a new product. Furthermore, every month he hosts a recurring training session on new products. The demand for his ability to train, learn and repeat is extremely high. As TPx reaches new sales achievements it is the direct results of the detailed training he puts each salesperson through. Any company will have direct revenue benefits from having David on their team.