

# DAVID GLUCHOWSKI

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Portfolio: [www.davidgluchowski.com](http://www.davidgluchowski.com)

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## CAREER SUMMARY

### Instructional Designer • Training Technology Specialist • Learning Facilitator

- **Innovative instructional designer** with 8 years of experience designing and delivering learning programs that exceed performance goals, transform organizations, and elevate people to meet new challenges and achieve their goals.
- **Superior skills in SME and stakeholder collaboration.** Engages collaborators to dive into processes and extract components critical for learning while identify improvements to existing processes and tools.
- **Experienced in the process of building training programs from scratch,** starting from unclear inception points and leveraging industry-leading design frameworks to drive complex projects to completion.

*"David is well-versed in adult learning methodologies and focused on creating content that is meaningful to both the learner and the stakeholder..." - Lindsey Eagan, Training and Development Manager, EagleView*

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## AREAS OF EXPERTISE

- Adult Learning Theory
- Instructional Design Models (ADDIE, UbD, etc.)
- Project Management
- Training Facilitation
- Customer Service Training
- Technical Training
- Writing Job Aides
- Storyboarding
- Video Editing
- Learning Management Systems
- Articulate Storyline
- Adobe Creative Suite

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## PROFESSIONAL EXPERIENCE

**Calero**, Rochester, NY (Remote)

2021 – Present

Global technology expense management company providing software and business process outsourcing services.

### Instructional Designer

Recruited to design role-specific new hire training programs for invoice analysts and customer service specialists. Work closely with COE and Ops leaders to analyze and map core tasks and document work instructions for those roles. Manage multiple projects at once, delivering quickly and with a high standard of quality.

- **Awarded MVP of Product and Learning** with nominations from Operations and Learning and Development leaders for delivering a transformative training program for invoice analysts.
- **Re-designed existing training programs** from simple webinars to blended learning experiences supported by eLearning, video, simulated practice activities, job aides and performance-based assessments. Changed the tenor of feedback received from new hires and promoted a faster ramp to performance goals.
- **Built and maintained knowledgebases** via SharePoint wiki sites to support self-reliant learning; empowering learners to find answers and continue learning on their own.

**EagleView**, Rochester, NY

2018 – 2021

*Technology and engineering company delivering aerial imagery and property insights to customers in government, insurance, construction, and solar installation.*

### **Instructional Designer / Technical Trainer**

Started as a technical trainer facilitating online and on-site training for EagleView's government customers. Promoted to instructional designer in 2019 to design training for EagleView customers and internal clients. Managed projects serving technical, sales, and customer service departments.

- **Developed high quality video training resources** targeting customer adoption during a beta product launch. Recognized by product management and marketing leaders for delivering professional quality videos on a tight deadline.
- **Built new hire programs** for customer service and geomatics departments, collaborating with internal training resources, managers, and SME's.
- **Expanded the reach of the Training and Development department** by forging relationships with sales and product teams. Provided consultation on their training needs and took on new eLearning projects to support business-critical sales initiatives.

**Sutherland Global Services**, Manila, Philippines

2015 – 2018

*Business Process Outsourcer specializing in contact center operations.*

### **Product Trainer**

Promoted from a coaching role to product trainer for a new line of business providing contact center services for a major web hosting client. Moved to Manila, Philippines for this opportunity; due to the success of this site, also traveled to Bogota, Colombia and Sofia, Bulgaria to support launch operations.

- **Exceeded sales and customer services goals** required by our client for new hire performance. Achieved this by focusing on soft skills and consultative sales training.
- **Designed upskill training** for contact center representatives on technical concepts related to webhosting and DNS, which resulted in upward trends in customer satisfaction for correlated contact types.
- **Mentored trainers** in international contact center locations. Led train-the-trainer sessions to prepare new facilitators to deliver high impact customer service and product training.

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## **EDUCATION**

**MA, Comparative Literature**

University at Buffalo, Buffalo, NY

**BA, English**

University at Buffalo, Buffalo, NY

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## **CERTIFICATIONS**

**Instructional Design and Technology MicroMasters**

University of Maryland / edX