

Giovanny Ramirez

Learning & Development Professional

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Learning Portfolio: gioramirez.design

Professional Summary

Experienced Learning & Development professional with over 8 years experience designing and delivering engaging blended learning experiences, virtual training, and instructional content for global audiences. Skilled facilitator and instructional designer with proven success collaborating with stakeholders, identifying learning needs, and developing impactful programs that improve performance and drive results.

Skills

- Learning and Development
- Adult Learning Methodologies
- Training and Facilitation
- Virtual Training
- Learning Experience Design
- Instructional Design
- Blended Learning
- E-Learning
- Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro, Lightroom)
- Final Cut Pro
- Camtasia
- Adobe Captivate
- Workday Learning
- WebEx Training Center
- Zoom
- Microsoft Teams
- Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Google Workspace (formerly G Suite)

Experience

Mar 2024 - Mar 2025

Talent & Learning Partner, The AES Corporation

- Designed blended learning experiences for a global audience of 8,000+ employees, combining e-learning, instructor-led training (ILT), and virtual instructor-led training (vILT) to effectively address skill gaps and enhance employee performance.
- Collaborated closely with business leaders and HR business partners to identify learning needs, creating targeted learning roadmaps aligned with organizational goals and individual development plans (IDPs).
- Managed and optimized Workday Learning LMS, integrating Microsoft Teams and Outlook to streamline scheduling, significantly increasing enrollment in open-enrollment virtual and instructor-led training sessions.
- Developed and maintained a centralized People Development SharePoint site, providing easy, consistent access to curated Talent & Learning resources to enhance learner engagement and experience.

Jan 2023 - Dec 2023

Partner Trainer, Touchcast

- Designed and facilitated blended learning experiences, combining virtual instructor-led training (vILT) and self-paced digital resources (videos, interactive presentations, how-to guides, and job aids), significantly enhancing learner accessibility and retention.
- Created structured product training programs primarily targeted at external partners and customers, as well as internal employees, reducing overall training time by 40% while achieving a 100% positive learner feedback rate.
- Conducted detailed needs assessments to customize onboarding experiences for diverse external audiences, ensuring impactful, relevant, and easily accessible training content.
- Developed comprehensive instructional documentation to support both structured training sessions and post-training self-service learning, effectively increasing partner and customer satisfaction.

Mar 2022 - Jan 2023

Education Specialist, Association for Talent Development (ATD)

- Coordinated logistics for 100+ global virtual and in-person open-enrollment training sessions annually, delivering seamless participant experiences.
- Onboarded, scheduled, and supported 120+ facilitators, maintaining accurate databases, schedules, and contracts; implemented enhanced data management strategies that improved operational efficiency.
- Collaborated closely with internal stakeholders to gather data, optimize scheduling processes, and ensure continuous improvement of program delivery.
- Managed facilitator resources by introducing streamlined processes, improving data accuracy and accessibility, and reducing administrative time spent coordinating training operations.

Mar 2021 - Mar 2022

Learning Delivery Specialist, Association for Talent Development (ATD)

- Produced and supported 30+ virtual instructor-led training (vILT) sessions, enhancing participant engagement and facilitator effectiveness, earning an average learner satisfaction rating of 4.8/5.
- Streamlined LMS operational tasks, completing assignments 25% faster than the department average, achieving a 100% accuracy rate, and significantly increasing operational efficiency.
- Provided comprehensive logistical and technical support for virtual sessions, including managing breakout rooms, polls, breakout groups, and interactive features to ensure seamless participant and facilitator experiences.

Apr 2017 – Mar 2021

Creative Pro (Technology Enablement Trainer), Apple

- Facilitated engaging, in-person training sessions covering Apple products and technologies, increasing attendance by 40% through effective promotion and dynamic delivery, achieving an overall learner satisfaction rating exceeding 95%.
- Led curated training programs tailored to local businesses and organizations, aligning content to their unique needs and enhancing learner outcomes.
- Empowered 800+ customers annually, guiding them through hands-on experiences to confidently leverage technology, resulting in over 75 documented customer success stories.
- Managed training logistics and execution, incorporating customer feedback (NPS) to continuously improve training effectiveness and customer experience.

Sep 2016 – Jan 2020

Training Lead, Apple

- Collaborated with hiring managers to coordinate and facilitate regional employee onboarding, delivering in-person orientations and role-specific training for cohorts of up to 40 employees.
- Facilitated formal instructor-led training sessions, applying adult learning principles to maximize engagement and effectiveness.
- Partnered with management to identify skill gaps, implementing targeted training strategies that improved key performance metrics, including a 15% increase in customer satisfaction (NPS) and service attachment rates.
- Encouraged continuous learning and knowledge-sharing, promoting informal, on-the-job training opportunities to accelerate skill development.

Mar 2015 – Apr 2017

Product Expert, Apple

- Enhanced customer engagement and satisfaction, maintaining expert knowledge across Apple and third-party products, achieving a Net Promoter Score (NPS) over 90% and a 60% upsell conversion rate.
- Delivered dynamic product demonstrations and personalized solutions, effectively increasing customer understanding, engagement, and loyalty.
- Tailored solutions to diverse customer needs, addressing individual goals across business, education, and creative sectors, significantly improving customer satisfaction.

Aug 2011 – Mar 2015

Product Specialist, Apple

- Increased annual revenue by \$500K and achieved a Net Promoter Score (NPS) above 90% by leveraging Apple technologies and delivering creative, customer-focused solutions that strengthened brand loyalty.

Education

George Mason University,
Bachelor of Arts in Communication and Media Production

Certifications

Association for Talent Development (ATD)
Training & Facilitation Certificate, Jan 2022
Project Management Certificate, Jun 2022
Instructional Design Certificate, Feb 2023