Giovanny Ramirez
Learning & Development Professional

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Professional Summary

Learning Experience Designer and L&D Professional with 9+ years of experience creating blended learning solutions, facilitating virtual and in-person training, and designing instructional content for global audiences. Skilled in needs analysis, cross-functional stakeholder collaboration, and developing programs that drive measurable performance results.

Skills

- Learning and Development
- Adult Learning Methodologies
- Training Facilitation (Virtual/In-Person)
- Learning Experience Design
- Instructional Design
- Blended Learning
- Needs Analysis & Assessment
- E-Learning
- Adobe Creative Suite (Premiere Pro, Illustrator, Photoshop)
- Final Cut Pro
- Authoring Tools (Adobe Captivate, Camtasia)
- Learning Management Systems (LMS)
- WebEx Training Center
- Zoom
- Microsoft Teams
- Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Google Workspace (formerly G Suite)

Experience

Jun 2025 – Present

Senior Learning & Performance Specialist, Claritev

- Strengthen our senior leadership pipeline by designing and delivering The Academy, a year-long cohort program that prepares high-potential Directors and VPs through applied learning and capstone innovation projects.
- Enhance leadership capability across data, AI, and systems thinking by designing a blended curriculum integrating synchronous retreats, asynchronous micro-learning, and peer coaching to drive measurable behavior change and on-the-job application.
- Improve access to learning resources company-wide by building the TG&D SharePoint hub, creating a centralized ecosystem for learning programs and development tools.

Mar 2024 – Mar 2025

Talent & Learning Partner, The AES Corporation

- Designed blended learning experiences for 8,000+ global employees, combining e-learning, instructor-led training (ILT), and virtual instructor-led training (vILT) to address skill gaps and improve employee performance.
- Collaborated cross-functionally with stakeholders to conduct needs analysis and develop learning roadmaps aligned with organizational goals and individual development plans (IDPs).
- Administered Workday Learning LMS, integrating Microsoft platforms to streamline learning program management and increase training enrollment rates.
- Developed and maintained a centralized, curated People Development SharePoint site, providing consistent access to talent development resources that enhanced learner engagement.

Jan 2023 – Dec 2023

Partner Trainer, Touchcast

- Developed partner and customer product enablement curriculum that reduced training time 40% while achieving 100% positive evaluation feedback.
- Designed and facilitated multi-modal learning solutions combining virtual instructor-led training (vILT) and self-paced digital resources (videos, interactive presentations, how-to guides, and job aids), enhancing learner accessibility and retention.
- Conducted needs assessments to tailor onboarding programs to business objectives and learner requirements.
- Created performance support tools for training and self-service learning, reducing support requests by 25%.

Mar 2022 – Jan 2023

Education Specialist, Association for Talent Development (ATD)

- Coordinated program logistics for 100+ global learning events, ensuring seamless participant experiences and operational excellence.
- Onboarded, scheduled, and supported 120+ facilitators while implementing new data management strategies that improved operational efficiency by 30%.
- Standardized facilitator resource management, improving data accuracy and reducing administrative time spent coordinating training operations by 40%.
- Collaborated with internal stakeholders to gather data and drive continuous improvement of program delivery and evaluation.

Mar 2021 - Mar 2022

Learning Delivery Specialist, Association for Talent Development (ATD)

- Produced and supported 30+ virtual instructor-led training (vILT) sessions, enhancing learner engagement and facilitator effectiveness, achieving 4.8/5 learner satisfaction rating.
- Administered LMS operations 25% faster than department average with 100% accuracy, improving efficiency.
- Leveraged virtual learning technologies to create interactive training environments that ensured effective knowledge transfer.

Apr 2017 - Mar 2021

Creative Pro (Technology Enablement Trainer), Apple

- Facilitated instructor-led training on Apple products and technologies, increasing attendance 40% with 95%+ learner satisfaction through effective delivery methods.
- Designed customized training for business clients and local organizations, aligning content to organizational objectives for maximum impact.
- Enabled 800+ learners annually through experience-based training approaches, generating 75+ documented success stories.
- Managed training logistics and execution while implementing continuous improvement processes based on learner evaluation data (NPS).

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 instructor-led training sessions using adult learning principles to maximize knowledge retention and application.
- Conducted needs analysis to identify performance gaps, implementing targeted learning solutions that improved key performance metrics, including a 15% increase in customer satisfaction (NPS) and service attachment rates.
- Fostered continuous learning and knowledge-sharing, promoting informal, on-the-job training opportunities to accelerate skill development and application.

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 engaging product demonstrations and personalized solutions, effectively increasing customer knowledge application and adoption.
- 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% delivering creative, customer-focused solutions that drove technology adoption.

Education

Master of Science (M.S.) in Learning Design and Technology
George Mason University, Fairfax, VA
In Progress – Expected Graduation: May 2027

Bachelor of Arts (B.A.) in Communication, Concentration in Media Production
George Mason University, Fairfax, VA

Certifications

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