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MARK ALTIN

LEARNING EXPERIENCE LEADER

PROFESSIONAL SUMMARY

Learning Experience Leader with over 20 years of expertise in shaping transformative educational environments. Skilled in instructional design and e-learning, leveraging tools like Adobe Captivate and LMS administration to drive growth and enhance team performance. Passionate about pioneering strategic training initiatives that harness cutting-edge technologies to inspire and engage learners.

EMPLOYMENT HISTORY

2023 - JUN 2025

Instructional Design Program Manager, Nevro, New Jersey

- Develops framework for 400+ sales team, boosting data efficiency and performance.
- Designs SI joint implant training, enhancing procedural readiness and skills.
- Collaborates on SCS product training, improving knowledge retention.
- Analyzes training effectiveness, refining content for better engagement.
- Leads training strategy, driving sales growth and team effectiveness.
- Developed and implemented AI-powered video learning modules leveraging tools like Synthesia to produce on-demand training content at scale.
- Created clear, compliant scripts for AI-generated presenters to ensure consistent messaging across global audiences, enhancing learner engagement and information retention.

2019 - 2023

Senior Learning Experience Designer, Roku, San Jose

- Designed explainer videos that increased content retention by 25% and boosted compliance awareness across teams of 100+.
- Created feedback tools that improved communication effectiveness, resulting in a 15% increase in team engagement scores.
- Facilitated leadership workshops attended by 50+ managers, leading to a 20% improvement in team performance metrics.
- Developed micro e-learning modules that reduced training time by 30% and increased learner completion rates by 40%.
- Conducted needs assessments that tailored training solutions, improving learner engagement scores by 35% and boosting overall performance.
- Managed multiple instances of Docebo LMS, overseeing user provisioning, role-based access, and platform configuration to support diverse training initiatives across business units.
- Designed and maintained automated notification schedules, ensuring timely reminders and updates for learners, managers, and compliance stakeholders.

2011 - 2019

Training Content Senior Specialist, Sony Interactive Entertainment, Redwood City

- Optimized a 144-hour curriculum for 150+ skills, enhancing agent job relevance and training efficacy.
- Redesigned training structure, reducing handle time and boosting first contact resolution for 700 agents.
- Managed training teams across multiple locations, ensuring consistent quality in material development.
- Established a quality baseline to evaluate and enhance external training team performance.
- Collaborated with experts to create diverse training methods, including ILT, eLearning, and vILT.

2009 - 2016

Instructor, Sound Arts BEMA, City College of San Francisco, San Francisco

- Developed a 17-week audio production course, enhancing student skills in professional settings.
- Assessed training materials to ensure alignment with student learning outcomes, demonstrating growth.
- Engaged a diverse classroom, maintaining student interest and fostering an inclusive learning environment.

2002 - 2009

Instructional Designer and Curriculum Logistics, Avid

- Expanded Avid Training Program partners from 35 to 700 by enhancing global web application.
- Coordinated Avid Certification Curriculum logistics, collaborating across departments and vendors.
- Transformed online exams to Flash, improving flexibility with a global exam clock feature.
- Developed 4-hour practical exam for Avid Pro Tools Expert Certification.
- Reorganized 2500-page Pro Tools Training curriculum for version 7.

EDUCATION

2017 - 2019
Master of Science in Instructional Design and Technology, California State University, Fullerton, CA

1993 - 1996
Bachelor of Music in Music Synthesis, Berklee College of Music, Boston, MA

COURSES

MAR 2019
Instructional Design II at California State University, Fullerton

AUG 2018
Instructional Design I at California State University, Fullerton

2018
Certified SAFe 4.0 Practitioner at Scaled Agile

SKILLS

Instructional Design	E-Learning
●●●●●●	●●●●●●
Workshop Facilitation	Articulate 360
●●●●●●	●●●●●●
Adobe Captivate	Adobe Creative Suite
●●●●●○	●●●●●○
LMS Administration	Leadership Development
●●●●○●	●●●●●●
Curriculum Development	Training Development
●●●●●●	●●●●●●
Project Management	HTML5
●●●●○●	●●●●●○
JavaScript	PHP
●●●●●○	●●●●○●
MySQL	Public Speaking
●●●●○●	●●●●●●
Prompt Engineering	
●●●●●○	

LINKS

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