





# Eric Ovando

## Instructional Designer

Lakewood, CA   
(562) 567-4051   
eric.matt.ovando@gmail.com   
<https://ericovando.com> 

---

### Skills

Course Analysis | e-Learning Development | Instructional Design | Project Management |  
Research Methodology | Storyboarding | Video Editing

---

### Software

Adobe Captivate | Adobe Illustrator | Adobe InDesign | Adobe Photoshop | Adobe Premier Pro |  
Articulate Storyline | Camtasia | Cornerstone LMS | Docebo LMS | Figma | Jira | Google Office Suite |  
Microsoft Office | Microsoft Powerpoint | Microsoft Sharepoint | Microsoft Teams | Microsoft Word |  
Microsoft Outlook

---

### Professional Experience

10/22 – PRESENT

#### **Sr. Instructional Designer / Dine Brands**

##### Key Accomplishments

- Responsible for the design, development, and implementation of training materials (i.e., training recipes, job aids, training videos, and e-Learning modules) for one of the largest menu refreshes for the IHOP brand.
- Managed all aspects of training materials development for multiple high-profile limited time promotions offered in +1,750 restaurants across the nation

##### Responsibilities

- Manage the design, development, and implementation of all e-Learning modules for IHOP's menu training
- Support design and implementation of training materials for short-term tests conducted in the restaurants
- Storyboarded and edited training videos used in training materials

02/22 – 10/22

#### **Instructional Designer / Endpoint Closing**

##### Key Accomplishments

- Plan, design, develop, and implement an onboarding program for nine teams within the Operations Department
- Redesigned and implemented the L&D Department project request ticketing system in Jira

##### Responsibilities

- Design and develop e-Learning modules, workshop presentations, and job aids
- Created software simulations of back-end escrow software and Endpoint App
- Recorded and edited training videos to be used across e-Learning modules and workshops

03/21 – 02/22

## **Instructional Designer / Pacific Dental Services**

### **Key Accomplishments**

- Developed and implemented a series of 9 e-Learning modules about the connection between oral and systemic health to +10,000 team members
- Managed the Clinical Training Portfolio for the organization

### **Responsibilities**

- Partner with clinical SMEs to design and implement quality training material for new clinicians
- Partner with University Relations SMEs to design engaging workshops to be delivered at universities across the nation
- Partner with Emerging Technologies (IT) SMEs to design and deliver accurate training materials for new technology implemented in dental offices
- Designed and developed e-Learning modules, workshop presentations, and job aids
- Ensure that Continuing Education courses are compliant with the Academy of General Dentistry guidelines

08/18 – 03/21

## **Recruiting Coordinator / Pacific Dental Services**

### **Key Accomplishments**

- Plan, design, develop, and implement a new training program for the Recruiting Coordinators

### **Responsibilities**

- Partner with New Region recruiters to coordinate opening new dentist, dental specialist, registered dental hygienist, and team member requisitions as needed
- Guide hiring managers and new hires through the background check, hiring paperwork, and credentialing process

05/06 – 08/18

## **Assistant Market Manager / Vetco Veterinary Clinics**

### **Key Accomplishments**

- Coordinate deployment of new processes and equipment, including leading train-the-trainer sessions and communication to team members.

### **Responsibilities**

- Coordinate special projects as assigned by district manager and/or Regional Director
- Guide new hires through the onboarding paperwork process, and scan confidential documents into proprietary electronic filing

---

## **Education**

05/2021

### **M.S. Instruction Design & Technology / CSU Fullerton**

05/2017

### **B.A. Sociology / CSU Fullerton**

---

## **Certificate**

08/2022

### **Project Management / Cerritos College**