




Joshua Lindley
 Instructional Designer
 Wireless Advocates

Average Rating: **4.60**


Total Reviews: 5

A. Matt Gamel	Co-worker	
B. Krishawn Smith	Supervisor	
C. Argeesht Mirzakhonian	Supervisor	
D. Derrick Gagen	Direct supervisor	
E. Ryan Florence	Co-worker	

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Joshua Lindley
Instructional Designer
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PROFESSIONAL REFERENCES

STRICTLY CONFIDENTIAL

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PERFORMANCE RATING

1 2 3 4 : Number of references with the same answer

	I don't know	Bottom 10% Performer	Below Average	Average	Above Average	Top 10% Performer
Overall performance	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3
Energy & drive	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 5
Integrity and trust	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 5
Getting work done	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 5
Work quality	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 5
Ability to learn	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 5
People skills	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 4
Getting organized	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3
Communication skills	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3
Making quality decisions	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3
Problem solving	<input type="checkbox"/>	—	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3

General Comments

- A. Matt Gamel
 Josh has the necessary soft skills to lead a team or work cross-functionally. He's eager to teach others and learn from their experiences. His quality of work was always top notch; his desire for collaboration at times does slow the process but this is an area of opportunity that I trust Josh can improve.
- B. Krishawn Smith
 Josh is highly motivated and a strong employee. He is dedicated and passionate to learn what he does not already know to move forward.

- C. Argeesht Mirzakhaniaan I worked with Joshua quite closely in our time together in L&D. My ratings for him here are no exaggeration and I stand by the quality of work he brought everyday. He was hunger to learn from his peers and the field employees, regularly sought feedback on his work and brought ideas to a discussion not previously mentioned. Josh strives to gain more knowledge everyday to better himself; as a result, bettering the organization and everyone impacted by the work he performs.
- D. Derrick Gagen I witnessed Josh exhibit tremendous dedication in providing the highest quality of work possible to meet the needs of learners. Through various projects, Josh continually challenged the status quo of learning methods and content. He then identified new ways to better engage learners to support knowledge retention and enhance the overall quality of coaching to take place in the field. For example, while Josh was preparing for a significant product launch, I observed his strong analytic skills in evaluating knowledge gaps of prior product launches, and then carefully analyzed the data against proper and improper selling practices. As a result of his efforts, Josh formalized the Selling Fundamental curriculum, which increased employee selling trends by 15% to emphasize employee empowerment - enabling staff to focus on what's within their control, and how to better connect "solutions and customer service" together in the minds of associates. Additionally, over the course of Josh's career at Wireless Advocates, he demonstrated strong program management skills. Prior to Josh transitioning to the Instructional Design role, he participated in our Regional Training Manager (RTM) Program as the original pilot candidate; and later post transitioning to the ID role, he inevitably managed the entire program. As a result of Josh's Program Management, data analysis, and otherwise tenacious efforts, the RTM Program achieved a 20% lift in new hire retention and a \$3.6 million increase in new hire selling production.

OPEN QUESTIONS

Can you tell me about yourself and how you came to work with Joshua?

- A. Matt Gamel My time with Wireless Advocates was split in 2; District Manager in the field and then transitioned into HQ Operations. I met Josh when I first joined the company. His expertise, communication and ability to build a culture aided me tremendously when I took over a struggled market. After that role, Josh transitioned into Content Development and we worked on several projects together for training and sales development.
- B. Krishawn Smith As the L&D Operations Manager, I was assigned to a triage situation in our field where we had major staffing issues in the market. Josh was assigned by the Regional Director for that region as an acting District Manager / Trainer to help bring new employees up to speed. We partnered on this issue, and through getting to know his tenacity, KPI understanding and drive - I requested him to join our L&D department. My peers and director agreed and we brought him onto our Corporate team.

- C. Argeesht Mirzakhonian I joined Wireless Advocates as the Director of L&D overseeing all training across two organizations and multiple channels within Wireless Advocates. I come from 15 years in retail leadership, a significant portion being with Apple. When I joined Wireless Advocates, Josh was already an Instructional Designer on the team. His direct supervisor reported to me but I worked closely with Josh as well.
- D. Derrick Gagen I was working on a team project focused on Piloting a field trainer program and Josh was highly recommended by Field Leaders as a candidate (at the time he was an experienced Kiosk Manager supporting an Acting District Manager role). As a result of Josh's tremendous work as a field trainer in our Pilot Regional Trainer Program (RTM), we interviewed him for the role of Instructional Designer and extended an offer to formally welcomed him to the Learning and Development team.
- E. Ryan Florence Vice president of sales. Josh was always one of the most talented people we had. His ability to adapt to change and provide incredible material to the field was invaluable to the company.

Can you elaborate on the Joshua's key responsibilities during the time you have been working together?

- A. Matt Gamel Josh created a Regional Training Role that would pair a top training Manager with a new District Manager, help rebuild the District's culture, staffing and training. This is how we met and began working together. In the content developer role, his responsibilities includes designing, implementing and tracking trainings in the L&D department. He was a huge help during a 35 store expansion project.
- B. Krishawn Smith Vendor relationships with carriers and manufacturers (Apple, Samsung, Verizon, AT&T, T-Mobile and more). Managed a team of field trainers (Regional Training Managers) and created the program for that role to exist. Josh is a good Instructional Designer and an even better data analyst.
- C. Argeesht Mirzakhonian Josh was responsible for development of all training content across Wireless Advocates. This included establishing relationships with third party partners (three carrier companies and multiple accessory companies) and helping create the necessary training content when there were any updates. I also appointed Josh to lead out the Regional Training Manager pilot as he was a trainer in the field prior to joining the L&D team. This pilot high-talent sales employees from the field into training roles to travel to across the region and help training new hires and managers. Josh oversaw the program and established regular meeting cadences, goals and tracked results.
- D. Derrick Gagen Given Josh's involvement with our RTM program, he inevitably managed the entire program - overseeing four field trainers, prioritizing and managing in-store training focuses for the entire company to support hands-on learning application in the store. He managed all carrier and OEM relationships driving product launches and carrier offer changes. This included content

cultivation and content creation to meet the needs of our learners. Additionally, Josh's experience, passion, and drive for team and business success positioned him to be our primary subject matter expert in creating training content on our selling process. Josh had a remarkable ability to bring the materials to life in a fashion that truly resonated with the field learner.

E. Ryan Florence Training development/content

Which technologies (e.g., SQL, Ruby, AngularJS, C#, JIRA, etc.) did Joshua use during that time? Please comment on Joshua's competency on these technologies.

- A. Matt Gamel I'm not aware of Josh's software for the content development and LMS training. I can comment he's very proficient with Microsoft Office suite.
- B. Krishawn Smith ID focused; Adobe Suite, LMS (Cornerstone), Vyond, Articulate, Microsoft Office Suite.
- C. Argeesht Mirzakhianian For all training development: Storyline, Articulate, RISE and Vyond were the key services used and Josh is highly proficient with them. Microsoft Teams for all communication, file-sharing and creation of surveys via Microsoft Forms (highly proficient as well). Lastly, the entire Microsoft Office suite of services, with Excel being a tool his used regularly to create pivot tables and highlight all tracked data.
- D. Derrick Gagen We used the Articulate Suite for eLearning - primarily Storyline and Rise. I would rate Josh at a 10 for Rise and an 8 for Storyline (rating 8 as our project load wasn't conducive to getting him up to speed on the more advanced features of Storyline - such as in-depth logic programming).
- For reference materials, we used Adobe Indesign, which I say he is a 9 at.
- Josh picked up Microsoft Forms and PowerApps very quickly and excelled in usage. I rate him an 8 and this is probably higher today than previous work I have seen.
- E. Ryan Florence N/A

What specifically stands out about Joshua's work product?

- A. Matt Gamel Simple, clean, intuitive but provides instruction. Very collaborative, works well with subject matter experts to fulfill needs of the business.
- B. Krishawn Smith His drive and determination for success. Josh is a strong candidate and very capable.
- C. Argeesht Mirzakhianian Josh came from the field and transitioned into creating training for the field. This alone gave him the upper hand to create content that was "realistic" and could be easily understood and executed by the 2,000+ employees in the field. The content he created always had the

employee in mind, ensuring it flowed well, looked good and left no questions. He was sought out multiple times by other departments to provide insight into a process update or change.

D. Derrick Gagen

Josh has a remarkable way of bringing information to the learner in a way that made sense to them. For example, Josh would come across content created by a vendor or another team member on how to physically do or speak to a product feature with customers and phrase it in terms of a "real-life" application. It was noted countless times through feedback that the contribution put forth by Josh significantly increased the overall value of the materials.

On several projects, I was amazed at the level of analysis and strategic thinking that went into a product that Josh created. He possesses an analytical mind with a keen eye for detail.

E. Ryan Florence

Smart and driven

How does Joshua get along with his/her peers and supervisors?

A. Matt Gamel

Very well.

B. Krishawn Smith

Extremely well

C. Argeesht Mirzakhonian

Very well. Josh has an appropriate use of humor, genuine curiosity in the person he is working with and embraces all feedback he is provided, positive or negative. He challenges ideas in a respectful way but will change his view on something when presented with new information.

D. Derrick Gagen

In short, wonderfully! Josh makes it a priority to support positive professional relationships at all levels. He has a great ability to establish and support a personable connection to support working relationships to aid the success of all.

E. Ryan Florence

Nobody better

What motivates him/her?

A. Matt Gamel

Growth, learning, family. Very servant based and motivated by helping others.

B. Krishawn Smith

acknowledgement of effort, trust, success.

C. Argeesht Mirzakhonian

Development. Josh is driven by opportunities to be uncomfortable and to learn from the experience. There were times when there were no new projects and we were in our normal routine of work, in these times Josh would seek out new ways to solicit feedback to the field or update training that may need a new look. His most recent was to learn more about Microsoft Power Apps and how they can benefit learning.

D. Derrick Gagen

Challenge! Anytime Josh or the team encountered an obstacle he would be relentless to get to the bottom of it and overcome. Secondly, would be people - he gets "recharged" after

interacting with other team members, executives, or field staff. Josh's quality of work also responds well to recognition too!

E. Ryan Florence Inner drive to help people

What would you say are areas Joshua could improve?

- A. Matt Gamel Speed to launch, but for 2 reasons - his work load was heavy at Advocates and secondly, he asks a lot of follow up questions to confirm needs are met. Working through this quicker is an area he can improve.
- B. Krishawn Smith Missing some steps needed in analysis to get to the end goal. He is very motivated and driven but sometimes skips some necessary things that are identified later. This is not to say he is bad in this area, just needs to be coached and reviewed for possible omissions to help get you there. He will lead a successful campaign with low to moderate collaboration.
- C. Argeesht Mirzakhonian There is nothing from his work product that faltered or needed improvement. The only area of growth for Josh would be to not take on too much when his plate may already be full. His passion for supporting the end user drives him to take on more projects.
- D. Derrick Gagen This is a little nit-picky, but Josh likes to be in the know/in the loop a lot - to a point of at one time needing to be coached on managing inbox notifications based on priority level. You see Josh was continually being bombarded with email and IM notifications of group chats for various projects - even when he was no longer tasked to support further. This created times of delayed responses on projects he was tasked to support. NOTE: his responses were never late or unresponsive altogether, which is why I call this out as being nit-picky. He just preferred to be included on Distro Lists and group chats a little more than I personally would have liked to see him included.
- E. Ryan Florence Saying no. Taking on project not passionate about.

To your knowledge, why is Joshua thinking of leaving the company or why did he/she leave?

- A. Matt Gamel Our company closed/shut down.
- B. Krishawn Smith He was let go when the company closed for business.
- C. Argeesht Mirzakhonian The organization we worked for abruptly shut down, impacting nearly 2,200 employees.
- D. Derrick Gagen Unfortunately, our company lost its primary business (host) partner and we had to close the business as a result.
- E. Ryan Florence Company shut it doors

What is/was your overall experience working with Joshua? Would you work with him/her again?

- A. Matt Gamel Positive, and absolutely.
- B. Krishawn Smith Josh is an excellent and talented individual who will strive for success. He is honest, forthright, and driven to be the best he can be at all times. I would absolutely work with him again, and would hire him given any opportunity.
- C. Argeesht Mirzakhonian I absolutely would work with Josh again. His is an amazing addition to any team that is focused on a human approach to training, training content and feedback. His curiosity is inspiring and contagious and he has never missed a deadline.
- D. Derrick Gagen I would absolutely work with or hire Josh again! It was a distinct pleasure of being Josh's manager for three years while he was in the Instructional Designer role for Wireless Advocates. I witnessed Josh exhibit tremendous dedication in providing the highest quality of work possible to meet the needs of learners. Through various projects, Josh continually challenged the status quo of learning methods and content. He then identified new ways to better engage learners to support knowledge retention and enhance the overall quality of coaching to take place in the field.
- Additionally, over the course of Josh's career at Wireless Advocates, he demonstrated strong program management, coaching, and analytic skills.
- E. Ryan Florence Yes, wish I could hire him.