

Gabriel Martinez

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Learning & Development leader with 6+ years of experience developing and implementing engaging training programs. Proven track record as a strategic partner, tailoring training solutions to business objectives, leading content creation teams, and using storytelling to create personalized learning experiences that drive performance improvements: reducing average customer onboarding time by 20%, increasing new hire ramp-up speed by 34%, and reducing course development time by 25%.

Work Experience

INSTRUCTIONAL DESIGNER | Remote | Full-time

NICE

01/2024 - Present

- Conducted in-depth training needs assessment in collaboration with business leaders and cross-functional teams, resulting in the development of targeted learning programs.
- Managed the development and integration of the LiveVox training programs into the NICE ecosystem, including 100+ courses supporting employees and customers.
- Led an LMS Migration project, successfully unifying NICE's and LiveVox's training content into one platform, transitioning 100+ courses and 1200+ users.
- Facilitated coaching to instructional designers on best practices around content development for eLearning and instructor-led training programs, centered on the application of Adult Learning Theory.
- Implemented a peer review cycle process in collaboration with SMEs and team members, reducing feedback wait times by 50%.

INSTRUCTIONAL DESIGNER & LMS ADMINISTRATOR | Remote | Full-time

LiveVox

11/2021 - 01/2024

Acquired by NICE - December, 2023

- Managed the creative development of customer-facing training programs, creating 40+ courses, 100+ training videos, 10+ customer training sessions, and technical documentation.
- Implemented process improvements to the client training request process and workflow, reducing resources involved and training request completion time by 33%.
- Led the implementation of a blended new hire onboarding program for the sales team, increasing new hire ramp-up speed by 34% in 12 months.
- Launched LiveVox's client-facing eLearning program, reducing average client onboarding times by 20% and achieving a Net Promoter Score of 83.
- Established instructional design frameworks for training creation centered around agile development, reducing average course development time by 25%.
- Introduced blended learning certification programs for LiveVox partners, focused on sales, implementation, and post-sale service, successfully certifying 10+ partners over the first 3 months of the program.
- Partnered with leaders across the organization to identify onboarding gaps and training needs, developing onboarding programs for: customer success, account management, sales, and sales engineering.
- Led an LMS vendor evaluation project, positively impacting the experience of learners and administrators while reducing overall LMS costs by 35% in the first 12 months.
- Managed the operations of the Learning Management System, resulting in improved and consistent content quality, version control, and learning effectiveness measurement.

- Led the development of a training governance framework, achieving 98% content accuracy, ensuring consistent, up-to-date training materials for improved learning outcomes.
- Established reporting dashboards for leadership, granting instant access to performance data and learning analytics, contributing to a 20% increase in learning data visibility.

TRAINING CONSULTANT | Omaha | Full-time

Lincoln Financial Group

07/2019 - 05/2021

- Defined learning objectives, performance metrics and changes to improve learning experiences, successfully developing detailed training plan documentation for the project.
- Developed engaging training materials, targeting different modalities including: eLearning courses, user guides, quick reference guides, FAQ documentation, training videos, and instructor-led materials.
- Created and implemented enterprise-wide blended training programs, initially achieving 100% completion rates, impacting +1000 employees in 6 months.
- Revamped standards for creation and development of learning materials, utilizing Adult Learning Methodology, resulting in the adoption of the Show-Teach-Do model in the organization's training content.
- Led project management and implementation efforts of blended learning programs focused on a self-service platform, resulting in a 40% increase in learner retention.

INSTRUCTIONAL DESIGNER & LMS ADMINISTRATOR | Omaha, NE | Full-time

Valmont Industries

05/2018 - 07/2019

- Managed and facilitated professional development programs focused on Agile Project Management as part of an implementation strategy of Agile practices across the organization
- Facilitated a comprehensive blended Consultative Selling Skills program for territory managers and distributors, leading to the certification of over 15 territory managers.
- Implemented a performance review system Workday for all Spanish-speaking employees, increasing the engagement of Spanish-speaking production team members by 60% in 3 months.
- Developed standardized LMS processes, increasing operational efficiency by 25% and ensuring compliance with governance model.
- Designed and developed e-Learning courses following Adult Learning Theory focused in service, sales, and technology for the Irrigation division using the Articulate 360 suite.

Education

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

University Of Nebraska At Omaha | Omaha, NE | GPA: 3.17

08/2014 - 12/2017

- Focus on Corporate Finance & Portfolio Management

Skills

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|-------------------------|--------------------------|-------------------------------|----------------------|
| • Adult Learning Theory | • Curriculum Development | • Leadership Development | • Program Management |
| • Coaching | • Facilitation | • Learning Management Systems | • Project Management |
| • Communications | • Instructional Design | • Needs Analysis | |
| • Content Development | | | |