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Professional Summary

Award-winning Lead Specialist in Learning Innovation & Technology and Brandon Hall Group Excellence Award contributor, specializing in GenAI strategy and enterprise-scale L&D digital transformation. Expert in architecting AI-driven learning ecosystems, platform migration governance (Bright LXP → Zenarate Simulation), and evidence-based learning science. Proven track record of delivering high-impact executive narratives and Lean Business Cases (LBC) that secure stakeholder buy-in and drive measurable ROI (\$35K+ annual) across global virtual learning environments.

Core Competencies

- **AI & Emerging Tech:** GenAI Bot Development, Conversation Design (3-tier models), RealSkill Sandbox, AI Tutor/Coach R&D, Prompt Engineering.
- **EdTech Ecosystem:** TTEC Perform (LMS), RealSkill, AmplifAI, Zenarate (AI Simulation), Bright LXP, Engageli, Synthesia, Wellsaidlabs, Mural, Adobe Connect.
- **Technical Strategy:** API Workflow Design (Auth/Fetch/Assign), Automation (User Provisioning), ROI Modeling, Platform Migration & Governance.
- **Agile & Project Management:** Agile R&D, RAID logs, WBS development, Security Compliance, Vendor Management, SOW Drafting.
- **Multimedia Tools:** DaVinci Resolve, Adobe Creative Suite, Microsoft Suite.

Awards & Recognitions

Brandon Hall Group Excellence Awards (Gold & Silver) — Contributor | 2025 – 2026

- **Categories:** Best Advance in a Generative AI Learning Solution | Best Use of AI for Learning | Best Unique or Innovative L&D Program.
- Contributed to award-winning solutions (RealSkill, Wizards Suite) spanning AI-driven simulation, skills evaluation, and scalable certification.
- Supported award through content development, learning science alignment, and innovation positioning in collaboration with leadership and key stakeholders.

Professional Experience

Learning Innovation Technology Specialist / L&D | TTEC Inc. | 2024 – Present

GenAI Leadership & Product Innovation

- **Architected** a scalable bot development framework, increasing production from 6 to 40+ bots (600% growth) and introducing 3-tier difficulty models to enhance learner engagement.
- **Launched** "Curriculum Wizard 2.0," accelerating the discovery phase and reducing the total instructional design lifecycle by 300%.
- **Built and facilitated** an LXD upskill program for GenAI conversation design, covering bot types, use cases, and development process considerations.

Migration, Governance & System Engineering

- **Led migration scoping** for Bright LXP → Zenarate transition, outlining phased audits and stakeholder planning for platform readiness.
- **Partnered in security review** discussions, defining provisioning workflows and role-based access considerations for external users to ensure 100% compliance.
- **Engineered** a custom 3-step API integration (Auth/Fetch/Assign) between core L&D platforms, eliminating 90% of manual entry errors and increasing coaching frequency by 111%.

Automation & Operational Excellence

- **Authored** a Lean Business Case (LBC) proposal for automating TTEC Perform ↔ Zenarate user management, reducing manual interventions and improving reporting alignment.
- **Optimized** the tech stack by automating provisioning between Bright and Zenarate,

securing \$35K in annual ROI.

- **Standardized** development lifecycles through new SOP-driven workflows, cutting bot deployment cycle time by 50%.

Platform Evaluation & Executive Communication

- **Developed** a pilot implementation plan for the Engageli virtual learning platform, defining phases, readiness work, and evaluation components.
- **Co-authored** a learning delivery platform comparison deck for senior leadership, applying a structured evaluation model and side-by-side capability review.
- **Drafted** Scope-of-Work (SOW) for an Adobe Connect pilot, documenting responsibilities and boundaries for execution.
- **Delivered** an executive-ready RealSkill narrative deck, positioning the ecosystem for senior leadership buy-in.

Enablement & Learning Science

- **Facilitated** "Learning Science for Designers" workshops, translating mastery-aligned design principles into actionable guidance for content structuring and feedback design.
- **Coordinated** Zenarate enablement sessions, ensuring structured onboarding and high-quality recording capture for ongoing reference.

Sales Trainer / L&D Specialist | TTEC Inc. | [Previous Dates]

- Architected instructional materials for complex sales processes and bridged critical knowledge gaps through cross-departmental mediation.
- Certified internal design teams via advanced GenAI training programs.

Supervisor / Team Leader / Coach | Teleperformance Inc.

- Led high-performing support teams to exceed SLAs and resolved complex escalations through data-driven coaching.

Education & Certifications

- **BS in Information Technology** | Cebu Institute of Technology – University (DOST Scholar)
- **Certifications (2025):** Agile Project Management, Data Literacy for L&D, Gen AI Conversation Design, Learning Framework Expert, Learning Experience Platform (LXP)

Specialist.