

Professional Summary

Instructional Designer Online Learning with 10+ years of experience building eLearning, online courses, and blended programs in workplace environments. Skilled at translating complex processes into clear, interactive training using Articulate Storyline, Rise, Adobe Captivate, Camtasia, and Lectora. Strong background in LMS administration, WCAG 2.2 accessibility, adult learning and ADDIE framework for creating effective training and learning experiences.

Proof: 10 business units | 260 learners | 3–4 weeks/module | 82% average assessment score

Core Skills & Proof in Action

Skill	Proof in Action
Instructional Design	Design training that fits the audience and business needs and structure it for real on-the-job performance.
eLearning Development	Build interactive modules and publish deliverables that are ready for rollout and updates.
Scenario & Simulation Design	Create realistic practice activities that teach decision-making and application (not just knowledge).
Learning Strategy & Evaluation	Define outcomes, map content to performance goals, build assessments, and improve based on results and feedback.
Accessibility & Inclusive Design	Build accessible learning (captions, readable design, inclusive interaction design) and validate with tools.
LMS Administration	Upload/organize courses, support users, and generate completion and usage reports.
Stakeholder & SME Partnership	Partner with SMEs/leaders to confirm accuracy, manage feedback, and keep stakeholders aligned.
Project Leadership & Delivery	Manage work plans, reviews, deadlines, and launch readiness across multiple deliverables.

Education & Certifications

Study	Place of Study
Certified Training and Development Professional (CTDP)	The Institute for Performance and Learning
eLearning Developer Certificate (In Progress)	Durham College
Adult Learning Certificate	
System Programming Diploma	Diamond Institute of Business & Computer Technology
Seneca College	Audio/Visual Communications Diploma

Professional Experience

Elite Learning Network – Instructional Designer for Online Learning

Toronto, ON · 04/2025 – current

- Design and deliver training using ADDIE and adult learning principles for both classroom and online environments.
- Develop interactive eLearning using Adobe Captivate, Articulate Storyline, and Lectora, publishing SCORM-ready content for rollout and updates.
- Create facilitator guides, learner guides, and job aids that improve consistency and reduce reliance on informal knowledge.
- Manage course release cycles and version control to keep content current, accurate, and consistent across clients and updates.
- Coordinate external reviews end-to-end (intake > feedback > revisions > final) and ensure smooth stakeholder sign-off.
- Maintain and organize learning assets using SharePoint, Microsoft 365, and WordPress to improve reuse and reduce rebuild time.

First National Financial L.P. – Training Team Lead

Toronto, ON · 01/2020 – 04/2025

- Led online and blended learning across 10 business units, supporting approximately 260 learners.
- Managed end-to-end development cycles, delivering modules in 3–4 weeks from intake through launch.
- Partnered with SMEs to turn complex processes into clear, step-by-step training and kept development on track through structured review cycles (4–6 review rounds on average).
- Kept rework low by clarifying expectations early and tightening review inputs, typically ~2 SME rework requests per module.
- Developed assessments and knowledge checks to confirm learning, with average results around 90%.
- Administered the LMS (uploads, enrollments, tracking, reporting) and provided leaders with visibility into completion and adoption.
- Designed and delivered training using ADDIE and adult learning principles for both classroom and online environments.

JOE CAGGIANIELLO

eLearning Developer Instructional Designer

First National Financial L.P. – Senior eLearning Designer / Developer

Toronto, ON · 01/2014 – 11/2020

- Designed and developed interactive eLearning for job-specific and compliance training using Articulate Storyline and Rise.
- Designed training using ADDIE and adult learning principles for both classroom and online environments.
- Built scenario-based activities, practice interactions, and checks for understanding to support real-world application on the job.
- Partnered with SMEs and managers to validate accuracy, incorporate feedback, and improve course clarity and usability.
- Administered the LMS by creating course shells, managing enrollments, publishing content, and supporting reporting needs.
- Maintained training assets and documentation to support consistent delivery and efficient updates.

Just Energy Group – Instructional Designer

Mississauga, ON · 01/2010 – 01/2014

- Designed and delivered training using ADDIE and adult learning principles for both classroom and online environments.
- Developed facilitator guides, learner materials, and eLearning content to support consistent delivery across teams.
- Collaborated with SMEs and leaders to align training to business needs, standards, and performance expectations.
- Supported evaluation and continuous improvement by gathering feedback and refining materials over time.

Community Involvement

- Music by the Bay Festival – Pickering Community Event Coordinator
- Social Committee Leader

Languages

- English – Fluent (spoken and written)