

ABHISHEK TRIVEDI

CRITICAL THINKER

EDUCATOR

PROBLEM-SOLVER

EDUCATION TECHNOLOGIST

LEADER

PROFESSIONAL SUMMARY

Seasoned instructional designer and experienced eLearning developer with over 13 years of experience creating engaging and effective learning solutions that drive business results. Strong understanding of adult learning theory, instructional systems development methodology, and multimedia production tools. Skilled at collaborating with subject matter experts to analyze training needs, develop storyboards and scripts, create interactive content, and conduct user acceptance testing. Proven track record of delivering projects on time and within budget while meeting accessibility standards and ensuring learners have a great experience.

EXPERTISE

Instructional Design

Learning Management Systems

Adobe Captivate

Articulate Storyline

TechSmith Camtasia

Storyboarding

PROFESSIONAL EXPERIENCE

Rayden Interactive – Pune (Remote)

(May 2021 – Present)

Senior Instructional Designer & eLearning Developer

- Collaborate directly with Subject Matter Experts (SMEs) to identify client requirements and apply sound instructional design (ID) principles, drawing from various theories such as ADDIE, SAM, Dick and Carey, and Kirkpatrick, to meet desired outcomes.
- Create visually appealing and easy-to-navigate designs following eLearning best practices, User Experience (UX) guidelines, and technical documentation standards.
- Utilize SCORM / xAPI compliant development methods to build responsive and accessible HTML5 content.
- Manage project timelines efficiently, incorporating feedback from internal review cycles to ensure delivery deadlines align with client expectations.
- Engage with customers during pilot launches to validate performance metrics against initial instructional goals.
- Conduct remote workshops and webinars to transfer knowledge internally and externally, promoting thought leadership within L&D industry circles.
- Continuously research new technologies, trends, and techniques related to Learning & Development (L&D) to stay updated and innovative.
- Refine processes and streamline workflows to optimize efficiency and effectiveness in instructional design projects.

Using Articulate Storyline to create:

- Walkthroughs/Clickthroughs
- Simulations (SIMs)
- Custom eLearning modules incorporating variables, triggers, branching scenarios, custom animations, etc.

Using Camtasia to create:

- Simulation-based screen recordings
- Custom videos utilizing vector graphics and custom animations

Additional Experience:

- Proficient in storyboarding using various ID theories to outline instructional strategies and content flow.
- Experience in developing technical documentation to support eLearning modules, ensuring clarity and accuracy of instructional materials.
- Familiarity with SSML scripting and Amazon Polly to synthesize natural-sounding human speech, enhancing the audio components of eLearning modules for improved engagement and accessibility.

RECOREM (Chennai)

(Jan 2021 – Apr 2021)

Freelance Instructional Designer & eLearning Developer

EMXCEL TRAVEL SOLUTIONS –Ahmedabad, Gujarat

(July 2020 – Dec 2020)

Learning & Organizational Development Manager | Instructional Designer | LMS Administrator

- Creating engaging learning activities for organizational development
- Conducting TNI/TNA with subject matter experts of each product team to identify audience's training needs
- Creating e-learning content on Soft Skills, Email Etiquettes, and other OD trainings
- Publishing all the training content on Zing HR LMS Portal and evaluating ROI for all teams
- Conducting classroom training for all OD topics based on TNI/TNA
- Lead and manage enrollment and marketing digital solutions teams
- Apply tested instructional design theories, practice and methods
- Provide exercises and activities that enhance the learning process
- Create supporting material/media (audio, video, simulations, role plays, games etc.)

MINDARRAY SYSTEMS PVT. LTD –Ahmedabad, Gujarat

(July 2019 – July 2020)

Product Consultant (L&D Manager) | Instructional Designer | LMS Administrator

- Develop individualized and group training programs that address specific business needs
- Single-handedly implemented ABARA LMS solution within the company, created training videos (SCORM packages) for internal employees and global product distributors and partners
- Lead subject matter experts through the ID process to create effective online instruction
- Provide leadership in scalable development, user experience design, and learning analytics
- Deliver faculty training around online course delivery, teaching competencies, and education technology

ECLINICALWORKS - Ahmedabad, Gujarat

(May 2018 – June 2019)

Product Trainer & Documentation Lead

- Facilitate Product & Process Training
- Training new joiners and existing team members on the HMiS across all locations
- Developed product release notes
- Developed training presentations and exercises for customer training
- Conducting weekly Change Logs training through Skype across all locations in India
- Conducting assessments for all trainees and reviewing if further training is required.
- Assess student work according to prescribed learning outcomes and grading rubrics
- Co-write and review curriculum as and when required

ASTRO VAASTU RESEARCH CENTER –Ahmedabad, Gujarat

(July 2016 – May 2018)

Product Trainer | Sub-Editor

- Conducting presentations for Real Estate Dealers, Brokers, and training the company team members on CRM tools and techniques, as well as the launch of new Vaastu app (Android & iOS)
- Collaborate with Check Vaastu app developers and QA testers to create product simulations for clients using ID principles & tools
- Evaluate curriculum for alignment of outcomes, assessments, and instructional practices
- Integrate technology in the design and development of learning objects and learning tools
- Provide leadership and guidance in creative endeavors and act as interim Director of Instructional Design

ASITE SOLUTIONS PVT. LTD. –Ahmedabad, Gujarat

(March 2015 – July 2016)

Sr. Tech Support Engineer | Product Trainer

- Identify Training Needs and conducting Refresher TNI/TNA Trainings.
- Conduct Employee Engagement Activities.
- Create Product Simulation based videos for Asite's Suite using Adobe Captivate
- Collaborating with product developers, QA team, and SMEs for developing design best practices
- Help test fixes provided by development and incorporates them into client sites.
- Serve as technical advisor on systems and technology integral to faculty development and student learning

EXCELLENCE INFOCOM PVT. LTD. –Ahmedabad, Gujarat

(September 2014 – February 2015)

Senior Technical Support Engineer

- Act as point-of-contact for enterprise customers of HHAExchange Inc.
- Be able to achieve abroad understanding of overall modules of HHAExchange and gain expertise in all of them.
- Leverage team members' expertise to deliver resolutions to customers in a timely manner.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from the support team.

EFFECTIVE TELESERVICES PVT. LTD. –Ahmedabad, Gujarat

(July 2010 – September 2014)

OCR | Floor & Product Trainer

- Training Tools Development and Design
- Handle Incubation (OJT/Nesting) including performance management of associates till hand holding under Ops
- Identify Training Needs and conducting Refresher TNI/TNA Training
- Conduct Employee Engagement Activities
- Attending internal & external client Calibration Calls
- Managing MIS and Reports recording Training and OJT Performances
- Handle new hire/tenured associates' batches from 5 to 20 associates

EDUCATION

IETE – New Delhi, India

BE (Information Technology)

CERTIFICATIONS

- Certified L&D Professional from LinkedIn Learning (earlier Lynda.com)
- Certified Instructional Developer from LinkedIn (earlier Lynda.com)
- Certified Train The Trainer from AMA (Ahmedabad Management Association).
- Certified Effective Public Speaker & Personality Developer from AMA (Ahmedabad Management Association).