Omar Haddad

Senior Learning Experience Designer

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SKILLS

Learning Experience Design

Instructional Design

User Research

Design Thinking

SAM

ADDIE

Articulate 360

Figma

Learning Management Systems

AI Tools

EDUCATION

Master of Arts 05/2017

University of Colorado Denver

Denver, CO

Learning Design and Technology

SUMMARY

Senior learning experience designer with 9 years in instructional design, the last 4 leading learning experience design at a 2,400-person software company. Combines user research, design thinking and SAM to build onboarding and certification programs, prototypes in Figma and Articulate 360, and uses AI tools to draft scripts and quiz banks faster.

EXPERIENCE

Senior Learning Experience Designer 03/2022 - Present

Summit Peak Software Denver, CO

HR and payroll software company with 2,400 employees and 15,000 client businesses.

- Lead a 3-level partner certification program that has certified **2,300** implementation consultants.
- Interview 40 learners a year in user research sessions and turn findings into journey maps and design briefs.
- Prototype new courses in Figma and Articulate 360, getting stakeholder sign-off in 2 rounds instead of 4.
- Mentor 4 designers and set the team's accessibility, writing and learning management systems publishing standards.

Learning Experience Designer 08/2019 - 02/2022

Rocky Mountain Telecom Englewood, CO

Regional telecom provider with 5,000 employees and call centers in 4 states.

- Redesigned call center onboarding through design thinking, cutting time to proficiency from 10 weeks to 7.
- Built 26 scenario-based courses with ADDIE reviews for billing, retention and technical support agents.
- Launched a microlearning app pilot for 800 agents that reached 74% weekly active use.
- Evaluated each program with surveys and quality scores, sharing quarterly reports with 6 call center directors.

Instructional Designer 06/2017 - 07/2019

Aurora Technical Institute Aurora, CO

Private career college offering IT and healthcare programs online.

- Developed 18 online courses with faculty, all meeting the college's quality rubric on first review.
- Created video lectures and quizzes for about 1,200 students a term.
- Trained 35 adjunct faculty on the learning management system and online teaching basics.