



CARLOS J. GUERRA

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Portfolio at: <https://LinguaLearning.site>

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PROFESSIONAL SUMMARY

Instructional Designer & E-Learning Developer with 7+ years of experience designing interactive, effective & accessible training solutions across corporate & technical environments. An expert in using needs analyses along with the company's objectives to design the best learning experiences for English & Spanish speaking adult learners to meet those business objectives. Also an expert in Articulate Storyline 360 & Rise 360, the Adobe Creative Suite, as well as video, animation & audio integration for added understandability & results. Proven success in increasing training effectiveness, operational efficiency, & learner engagement. Passionate about leveraging technology & the use of bilingual capabilities for delivering effective learning experiences aligned with the business goals.

CORE COMPETENCIES

Instructional Design (ADDIE, SAM)	SCORM/xAPI, LMS Integration	E-Learning Localization
Articulate Storyline 360, Rise	Video/Audio Production & Editing	(English & Spanish)
Adobe Creative Suite	The use of developing Animation	Communication
(Photoshop, Premiere, Audition, etc.)	for showing processes & giving clear instructions in a digestible & understandable way. Accessibility & Mobile Learning	Agile/Scrum Collaboration

PROFESSIONAL EXPERIENCE

ASSA ABLOY

April 2021 – Feb 2025

E-Learning Designer/Developer

Collaborated with SMEs to align training with operational goals, resulting in Assa Abloy's rise from #2 to #1 in customer satisfaction & sales across North America.

Accomplishments:

- Designed & developed mobile-responsive e-learning modules for field technicians using Articulate Storyline 360 & Rise 360, AI voice overs, recorded videos & animated explainer videos.
- Enhanced accessibility & engagement by using mobile optimization & voice-overed text using AI voice overs, after initially recording the voice-overs myself, so that the technicians could listen to the information instead of reading small text from their mobile phones.
- Used JavaScript to pull the course's user's first name from the LMS's (Learning Management System) database & added their first names back into to the courses making them more personal & specific for each user by name.
- Introduced scenario-based training with the technician's opportunity to test out of the course by passing it with 100%, or taking the course if any of the pre-test questions are missed by using triggers & functions within Storyline 360.

Duke Energy
E-Learning Designer/Developer (Contract)

Sept 2019 – March 2021

Developed interactive safety & product training courses using conditional logic & triggers using Storyline 360.

Accomplishments:

- Edited instructional job aid videos using Camtasia to support field operations.
- Led internal training to optimize file management workflows, improving team productivity & reducing storage issues.
- Worked with subject matter experts & management to put together courses that helped the technicians within the field.
- Put together E-Learning &, or Instructor-Led learning from PowerPoint document supplied by the subject matter experts in a way to enhance the learning experience using adult learning procedures.

DAZN Sports Streaming
Instructional Designer & Bilingual Trainer

Feb 2020 – Jan 2021

- Delivered bilingual training (English/Spanish) for new agents & supervisors, enhancing service consistency across departments.

Accomplishments:

- Designed Quick Text training materials, resulting in significantly faster response times & higher QA scores across the customer service team.
- Designed an agent on-boarding course & process for new hires.

EDUCATION

Thomas Edison State University
B.A. in Computer Science

Art Institute of Pittsburgh
A.S. in Web Design

CERTIFICATIONS

- Needs Assessment & Storyboarding
- Adult Learning Theory
- Microsoft Excel Certified
- MTA: Networking (98-366), Security (98-367), OS Fundamentals (98-349), Mobility (98-368)

LANGUAGES

- Fluent in English & Spanish

References are available on request.