



CARLOS J. GUERRA

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Online Portfolio: <https://lingualearning.site/>
www.linkedin.com/in/carlos-j-guerra-e-learning-development

PROFESSIONAL SUMMARY

Instructional Designer & Developer with 7+ years of experience designing interactive, effective and accessible training solutions across corporate and technical environments. Expert in Articulate Storyline & Rise 360, Adobe Creative Suite, as well as video/animation and audio integration. Proven success in increasing the training effectiveness, operational efficiency, and learner engagement. Passionate about leveraging technology and the use of bilingual capabilities for delivering impactful learning experiences which are aligned with the business or client's goals.

CORE COMPETENCIES

Instructional Design (ADDIE, SAM)	SCORM/xAPI, LMS Integration	E-Learning Localization
Articulate Storyline 360, Rise	Video/Audio Production & Editing	Effective Communication
Adobe Creative Suite	Animation Development	Agile/Scrum Collaboration
(Photoshop, Illustrator, Premiere,	Mobile Accessibility	AI Agent & Automation
Audition, After Effects, Animate,		development using
InDesign, Firefly, etc.)		Relevance.ai

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 and sales across North America.

Accomplishments:

- Designed and developed mobile-responsive e-learning modules for field technicians using Articulate Storyline, AI voiceovers, recorded videos and animated explainer videos.
- Enhanced accessibility and engagement by using mobile optimization and voice overed text using AI voiceovers, after initially recording the voiceovers 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 and added their first names back into to the courses making them more personal and 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 were missed using triggers and functions within Storyline 360.

Duke Energy
E-Learning Designer/Developer (Contract)

Sept 2019 – March 2021

Developed interactive safety and product training courses using conditional logic and 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 and reducing storage issues.
- Worked with subject matter experts and management to put together courses that helped the technicians within the field.
- Put together E-Learning and, or Instructor-Led learning from PowerPoint document supplied by the 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 and supervisors, enhancing service consistency across departments.

Accomplishments:

- Designed Quick Text training materials, resulting in significantly faster response times and higher QA scores across the customer service team.
- Designed an onboarding course and 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 and Spanish

[References are available on request.](#)