Cuauhtemoc Mendoza

Clermont, FL | (321) 947-1760 | Temochoa20@outlook.com | Portfolio | Linkedin

SENIOR INSTRUCTIONAL DESIGNER | LEARNING & DEVELOPMENT

Technical Learning | AI-Enabled Learning | Instructional Design | Leadership Development | Learning Experience Design | Learning & Development Program Design

PROFESSIONAL SUMMARY

Senior Instructional Designer with 10+ years of experience designing scalable learning experiences across technical, sales, operational, and enterprise environments. Skilled at translating complex business and technical concepts into practical learning solutions through curriculum architecture, eLearning, simulations, workshops, and performance support. Experienced partnering with SMEs and cross-functional leaders to identify performance needs, develop learner-centered solutions, and measure learning effectiveness. Leverages AI, learning science, and emerging technologies to accelerate development and create engaging, scalable learning experiences.

SKILLS

Learning Strategy | Learning & Development | Learning Experience Design | AI-Enabled Learning | Leadership Development | Scenario-Based Learning | Curriculum Architecture | Change Management | Learning Analytics | Needs Assessment | Facilitation | Stakeholder Management | Program Development | Knowledge Management | Cross-Functional Leadership

TECHNICAL SKILLS: Articulate 360 | Synthesia AI | Adobe Creative Cloud | Vyond | Camtasia | Microsoft 365 | LMS Administration | Generative AI | ChatGPT | Microsoft Copilot

PROFESSIONAL EXPERIENCE

Instructional Designer – Sales Leadership Academy, US Foods, Rosemont, IL (**Present**)

- Design scalable learning programs supporting sales leaders across multiple leadership levels, translating business priorities and field performance needs into structured learning experiences.
- Partner with business leaders, trainers, and SMEs to identify performance gaps, define learning objectives, and develop curriculum and performance-based learning solutions.
- Design blended learning experiences incorporating eLearning, ILT/VILT, workshops, simulations, video, and performance support resources.
- Leverage Synthesia and generative AI tools to accelerate design, content development, iteration, and production of scalable learning experiences.
- Apply learner feedback, assessment data, and performance indicators to evaluate effectiveness and continuously improve learning programs.

Instructional Designer – Supply Chain, US Foods, Rosemont, IL (**2023-2025**)

- Partnered with operational leaders and SMEs to translate complex supply chain processes, safety requirements, and performance needs into scalable workforce learning solutions.
- Designed role-based learning experiences using microlearning, eLearning, instructor-led training, and performance support to improve workforce readiness and field application.
- Applied learner analytics and operational performance data to evaluate learning effectiveness and continuously improve training outcomes.
- Collaborated cross-functionally to ensure learning solutions were accurate, practical, scalable, and aligned with operational priorities.
- Integrated AI-assisted and modern learning technologies to improve development efficiency and learner engagement.

Training Developer II, Westgate Resorts, Orlando, FL (**2022 – 2023**)

- Led end-to-end design and development of enterprise learning solutions that improved employee performance and reduced time-to-proficiency.
- Conducted needs assessments with SMEs and business stakeholders to identify performance challenges and develop targeted learning interventions.
- Implemented evaluation strategies and measurement tools to assess learning effectiveness, contributing to a 15% increase in learner satisfaction.
- Established instructional design standards, quality review checkpoints, and stakeholder review processes to improve content accuracy, consistency, and development efficiency.
- Collaborated across departments to ensure learning initiatives aligned with organizational priorities and operational goals.

Senior Instructional Designer, Citi Bank, Tampa, FL (**2021 – 2022**)

- Designed scalable enterprise learning solutions for global audiences supporting compliance, regulatory, and business performance objectives.
- Developed assessments, knowledge checks, and performance-based evaluation strategies aligned with learning objectives and organizational performance metrics.
- Partnered with business leaders and functional SMEs to translate complex requirements into clear, accessible learning experiences.
- Managed multiple high-priority learning initiatives while balancing quality, timelines, stakeholder expectations, and changing business requirements.
- Applied learner feedback and performance data to continuously improve learning experiences and business outcomes.

Training & Development Associate, Orange County Library System, Orlando, FL (**2018 – 2021**)

- Designed and delivered instructor-led and digital learning programs that increased employee and customer proficiency by 20%.
- Developed curriculum, facilitator guides, job aids, and performance support resources to strengthen learning transfer and real-world application.
- Administered the SumTotal LMS and analyzed reporting data to monitor participation, completion, and learning outcomes.

Technology Trainer, Orange County Library System, Orlando, FL **(2008 – 2018)**

- Designed and facilitated hands-on technical training for diverse audiences, translating technology concepts into clear, practical learning experiences.
- Adapted technical content and instructional approaches for learners with varying levels of technical proficiency.
- Evaluated emerging technologies and digital tools and developed workshops supporting technology adoption, digital fluency, and workforce readiness.

EDUCATION

Master of Science (M.S.), Instructional Design & Technology

Full Sail University | 2025

Bachelor of Science (B.S.), Career & Technical Education – Workforce Training and Development
University of Central Florida | 2022