

# Cuauhtemoc Mendoza

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## LEARNING & INSTRUCTIONAL DESIGN PROFESSIONAL

Learning Strategy | Instructional Design | Learning Experience Design | Training and Development | Curriculum Development

### PROFESSIONAL SUMMARY

Learning and Instructional Design Professional with 10+ years of experience designing enterprise learning solutions that align workforce development initiatives with business goals. Proven ability to partner with stakeholders, SMEs, and business leaders to identify performance needs, develop scalable learning strategies, and deliver measurable outcomes. Experienced in curriculum development, learning analytics, adult learning principles, and emerging learning technologies. Recognized for leading complex learning projects, influencing cross-functional teams, and creating engaging learning experiences that improve learner performance and organizational effectiveness.

### SKILLS

Learning Strategy | Curriculum Architecture | Instructional Design | Learning Experience Design | Performance Consulting | Stakeholder Management | Learning Analytics | Assessment & Evaluation | Adult Learning Theory | Change Management | Project Leadership | Quality Assurance | Learning Technology Adoption | Team Collaboration | Facilitation

**TECHNICAL SKILLS:** Articulate 360 | Adobe Captivate | Adobe Creative Cloud | Vyond | Synthesia | AI Tools | LMS Administration | Multimedia Production

### PROFESSIONAL EXPERIENCE

#### **Instructional Designer**, US Foods, Rosemont, IL (**Present**)

- Partner with business leaders, SMEs, trainers, and cross-functional stakeholders to identify performance gaps and develop scalable learning solutions aligned with organizational objectives.
- Design and develop blended learning experiences including eLearning, facilitator-led training materials, simulations, job aids, videos, and performance support resources that support leadership development initiatives.
- Leverage learning analytics and performance data to evaluate training effectiveness, identify improvement opportunities, and support data-informed learning decisions.
- Serve as lead instructional designer on complex learning initiatives, guiding stakeholders through analysis, design, development, implementation, and evaluation phases.
- Drive adoption of emerging learning technologies including AI-powered content development tools, interactive learning experiences, and scalable digital learning solutions.
- Ensure learning deliverables align with instructional design best practices, adult learning principles, accessibility standards, and organizational quality expectations.

#### **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 quality review checkpoints and stakeholder review processes that improved content accuracy 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 enterprise learning solutions supporting compliance, regulatory, and business performance objectives across global audiences.
- Developed assessments and knowledge checks aligned with organizational performance metrics, improving knowledge retention and compliance accuracy.
- Partnered with business leaders and functional stakeholders to ensure learning programs met corporate standards, accessibility requirements, and learner needs.
- Managed multiple high-priority learning projects simultaneously while maintaining quality, timelines, and stakeholder expectations.
- Applied data and learner feedback to continuously improve learning experiences and support business outcomes.

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

- Designed and delivered instructor-led and digital learning programs that improved employee and customer proficiency by 20%.
- Created curriculum materials, facilitator guides, job aids, and performance support resources to enhance learning transfer and application.
- Administered the SumTotal LMS and leveraged reporting tools to monitor participation, completion, and learning outcomes.
- Collaborated with department leaders to align learning initiatives with organizational development goals and community service objectives.

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

- Designed and facilitated technology training programs for diverse learner populations in both English and Spanish.
- Adapted learning content and instructional approaches to support varying learner needs, experience levels, and cultural backgrounds.
- Evaluated emerging technologies and digital tools to improve instructional effectiveness and learner engagement.
- Delivered hands-on workshops that promoted technology adoption, digital literacy, and workforce readiness skills.

**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