

# Thomas R. Christian

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## Learning & Development | Training | Instructional Design Leader

Training & QA Leadership | Instructional Design & eLearning | AI-Enabled Development | Knowledge Management | Contact-Center & Healthcare

### PROFESSIONAL SUMMARY

Learning, training, and instructional design leader with a Master's in Adult & Continuing Education who designs and delivers high-impact learning across regulated, healthcare, insurance, and contact-center operations. Leads training and quality functions, builds full-cycle eLearning and instructor-led programs, and pioneers AI-enabled development — including AI tools and a knowledge-management platform built personally. Directs onshore and offshore teams, partners with SMEs and leadership, and drives measurable improvements in performance, readiness, and quality.

### KEY ACCOMPLISHMENTS

- Led training, instructional design, and quality assurance functions across large, regulated, multi-site operations.
- Built full-cycle learning — needs analysis through evaluation — using ADDIE, SAM, Bloom's Taxonomy, and Kirkpatrick.
- Pioneered AI-enabled instructional design: built an AI-assisted tool that cut course-build time up to 75%, plus a knowledge-management platform with custom taxonomy and natural-language search.
- Directed onshore and offshore teams across the U.S., Philippines, India, Ireland, and Central America.
- Designed eLearning, blended, ILT/VILT, microlearning, video, and gamified assessments; managed LMS administration and reporting.
- Partnered with QA and operations to translate knowledge gaps into targeted training, improving accuracy and speed to proficiency.
- Trained 200+ contact-center agents and supported 135,000+ provider operations in healthcare/insurance settings.

### PROFESSIONAL EXPERIENCE

#### **GUARDIAN LIFE | Bethlehem, PA**      2024 – 2026

*Manager, Training & Quality Assurance*

- Led training, instructional design, and quality assurance across a 135,000+ provider operation.
- Administered the Workday Learning LMS and SharePoint content; built AI-assisted development workflows.
- Partnered QA insights into targeted training and drove data-informed improvements.

#### **HORIZON BLUE CROSS BLUE SHIELD | Newark, NJ**      2022 – 2024

*Senior Manager — Training, Instructional Design, Knowledge Management*

- Owned instructional design, knowledge management, and leadership development across the enterprise.
- Built eLearning, blended, and ILT programs; managed LMS and structured knowledge repositories.
- Measured effectiveness with data and continuously improved programs.

#### **CONNECTIVERx | Whippany, NJ**      2020 – 2022

*Manager, Training — Customer Care*

- Designed onboarding, systems, and product training for 200+ agents across 20+ biopharma programs.
- Built eLearning, microlearning, and performance support; managed LMS content and Salesforce-based workflows.
- Directed onshore and offshore teams using ADDIE/SAM.

### ADDITIONAL RELEVANT EXPERIENCE

- Creator — Knowledge by Design | Knowledge-management platform with custom taxonomy and natural-language search
- Developer — AI-assisted instructional-design tool (cuts course-build time up to 75%)
- Training & Quality Assurance Manager — CIE Tours | Morristown, NJ

- Training & Development Manager / Contact Center Manager — TMP Direct | Mount Olive, NJ (30+ national accounts)
- Customer Support & Training Manager — LiveProcess | Verona, NJ (SaaS software)

## **EDUCATION**

- Master's | Adult and Continuing Education | Rutgers University — Parsippany, NJ | 4.0 GPA
- Bachelor's | Business Administration | Centenary University — Parsippany, NJ | 3.98 GPA, Summa Cum Laude

## **CORE COMPETENCIES**

Training & L&D Leadership | Instructional Design (ADDIE, SAM, Bloom's, Kirkpatrick) | eLearning, Blended, ILT/VILT & Microlearning | Quality Assurance & Audit | Knowledge Management | AI-Enabled Development | LMS Administration | Onshore/Offshore Team Leadership | Change Management & Adoption | Advanced PowerPoint & Excel

## **TOOLS & TECHNOLOGIES**

Articulate Storyline & Rise 360 | Captivate | Camtasia | Vyond | ClipChamp | Adobe Creative Suite (Premiere, After Effects, Photoshop) | SnagIt | Canva | Advanced MS Office (PowerPoint, Word, Excel) | LMS: Workday Learning, LITMOS, Docebo, Cornerstone | SharePoint (document management & governance) | Salesforce | 1Huddle (gamified microlearning) | Guru (KM — familiarity) | Knowledge by Design (creator) | Anthropic Claude, Microsoft Copilot, OpenAI ChatGPT (AI-assisted design)