

Jonathan Oliverson

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PROFESSIONAL SUMMARY

Instructional Designer and Training Specialist with 15+ years of experience developing scalable eLearning, systems training, and performance support programs in SaaS and operational environments. Proven partner to product, engineering, and business teams, aligning learning solutions with system implementations and workflow transformation. Experienced in Storyline 360, LMS administration, Adobe Creative Suite, and cross-functional project leadership.

CORE COMPETENCIES

Instructional Design & Development:

ADDIE • Curriculum Development • Storyboarding • Scenario-Based Learning • Microlearning • Adult Learning Theory

eLearning & Multimedia Tools

Articulate Storyline 360 • Rise 360 • Camtasia • Adobe Creative Suite

Systems Training & Enablement

ILT • VILT • CRM Training (Salesforce, Zendesk) • Job Aids • QRGs • Software Adoption • Change Management

Learning Systems & Accessibility

LMS Administration • Course Deployment • Content Governance • Learning Analytics • WCAG Compliance

Certifications:

ComptTIA A+

PROFESSIONAL EXPERIENCE

Training Specialist

STChealth - Phoenix, AZ

April 2024 – Present

- Design and deliver onboarding programs, eLearning modules, video tutorials, and performance support materials supporting system implementations and workflow transitions across internal stakeholders.
- Serve as cross-functional liaison aligning business units, SMEs, and technical teams to validate requirements and drive user readiness during system changes.
- Develop accessible Storyline modules, multimedia assets, and compliant PDFs to support adoption initiatives.
- Support concurrent implementation projects, ensuring alignment between training deliverables and operational go-live timelines.

Concurrent Contract - Instructional Design Specialist

Nestlé - Glendale, AZ

April 2024 – December 2024

- Produced standardized instructional materials supporting enterprise-wide implementation initiatives across multiple teams.

Program Specialist, Customer Support

ChargePoint - Scottsdale, AZ

February 2019 – January 2024

- Led end-to-end onboarding curriculum redesign for global customer support teams, transitioning training from in-person delivery to scalable remote models supporting 100+ agents.
- Developed structured onboarding pathways that improved training consistency and reduced ramp-up friction for new hires.
- Authored and maintained training documentation supporting Salesforce CRM migration, enabling smooth adoption across support operations.
- Partnered with product and support leadership to identify recurring customer challenges and proactively align training with product updates.
- Audited and refined programs using operational feedback, strengthening readiness and ongoing performance support.

Enterprise Support Specialist

Splash - Phoenix, AZ

September 2018 – February 2019

- Supported enterprise workflow programs and developed internal documentation resources to improve issue resolution efficiency.
- Collaborated with Product and Engineering teams to troubleshoot platform issues and enhance internal support processes.
- Authored tutorials, FAQs, and structured support materials for internal stakeholders.

Documentation & Training Coordinator

(Customer Support Trainer / Customer Care Representative)

Promoted through progressively responsible roles over 11-year tenure supporting a high-volume payment processing platform

Apriva - Scottsdale, AZ

January 2007 – May 2018.

- Designed and maintained eLearning modules, product documentation, and multimedia training supporting a platform serving thousands of merchant users.
- Managed LMS and knowledge base content for a 25-member customer support team, improving onboarding structure and documentation consistency.
- Led training initiatives aligned with ongoing product releases and system enhancements, supporting long-term platform evolution.
- Standardized documentation processes and implemented content governance practices, reducing outdated materials and improving information accessibility.
- Partnered with Product and Engineering teams to ensure technical accuracy and alignment with release cycles in a transaction-processing environment.

EDUCATION & PROFESSIONAL DEVELOPMENT

- CompTIA A+ Certification (2025)
- Arizona State University — Coursework in Studio Art & Multimedia Design
- Ongoing professional development in instructional design, LMS administration, accessibility, and systems enablement strategy