

UMAIR ISMAIL

Learning Experience Designer & Systems Thinker

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Email: hello@umairismail.online
Location: Available Globally (Remote)
Specialization: LXD • Articulate • LMS • AI Workflows

EXECUTIVE PROFILE & VALUE PROPOSITION

Human-centered Learning Experience Designer and Systems Architect who turns organizational complexity into intuitive, high-impact learning systems people actively adopt. Blends adult learning theory (Cognitive Load, Action Mapping, ADDIE) with advanced authoring (Articulate Storyline 360, Rise), enterprise LMS administration, modern web technologies (TypeScript, Next.js), and AI-accelerated workflows. Proven track record of elevating workplace competence, streamlining knowledge architectures, and developing interactive scenario simulators that deliver measurable operational performance.

CORE COMPETENCIES & TOOLKIT

Learning Design & Pedagogy:	Adult Learning Theory, ADDIE, Action Mapping, Cathy Moore Framework, Bloom's Taxonomy, Scenario-Based Learning, Microlearning Architecture, Formative/Summative Assessment
Interactive Authoring & Simulation:	Articulate Storyline 360 (Advanced Variables & JS Triggers), Articulate Rise 360, Branching Decision Logic, Interactive Video, Camtasia, Vyond
LMS & Enterprise Systems:	LMS Administration, SCORM 1.2 / 2004, xAPI / cmi5, Compliance Automation, Learner Tracking Analytics, Cornerstone, Workday, Docebo, TalentLMS, Moodle
Knowledge Architecture & Tech:	SOP Standardization, Process Mapping, Notion/Confluence Knowledge Hubs, HTML5/CSS3, JavaScript/TypeScript, Next.js, AI Prompt Engineering, RAG & Workflow Automation

PROFESSIONAL EXPERIENCE & CAREER TRAJECTORY

Lead Learning Experience Designer & Technologist — Strategic Capability & Innovation

Current Chapter

- Architecting high-engagement interactive learning ecosystems, combining cognitive psychology with modern web engines (TypeScript, Next.js) and branching scenario players.
- Pioneering AI-assisted microlearning generation pipelines and interactive decision-tree engines that slashed curriculum development turnaround time by 4x.
- Designing immersive corporate compliance simulators and situational judgment tests that replace passive click-through quizzes with realistic consequence pathways.
- Consulting with cross-functional leadership and subject matter experts (SMEs) to translate complex enterprise policies and operations into learner-first digital experiences.

Digital Learning & Enterprise LMS Administrator — Digital Enablement Hub

Enterprise Scale Delivery

- Led enterprise-wide LMS governance, SCORM/xAPI course packaging, automated user lifecycle provisioning, and regulatory audit compliance reporting.
- Engineered automated compliance notification pipelines, saving over 15 hours of manual reporting and administrative toil every audit cycle.
- Audited and harmonized cross-platform course catalog architecture for multi-thousand learner populations, eliminating broken tracking and course dispatch errors.
- Partnered with department leads to establish standardized e-learning QA checklists and accessibility standards (WCAG 2.1 AA).

Knowledge Management & SOP Standardization Lead — Enterprise Process Excellence

Systems Architecture Chapter

- Audited and restructured 300+ legacy, fragmented Standard Operating Procedures (SOPs) into modular, searchable, single-source-of-truth knowledge bases.
- Reduced repeat operational inquiries to team leads by 40% within the first 90 days post-launch through intuitive indexing and task-oriented micro-guides.
- Established unified information architecture and visual process maps to eliminate knowledge silos across operational units.

Technical Training Specialist & Onboarding Facilitator — Operational Capability Development

Pedagogical Awakening Chapter

- Spearheaded technical onboarding and cohort training for new hires, shifting lecture-heavy curricula to active, scenario-based practice and mock labs.
- Accelerated new-hire time-to-competence and time-to-first-call readiness by 25% through deliberate practice modules.
- Mentored frontline peer coaches and designed formative competency assessments to validate operational readiness.

Customer Operations Specialist & Firstline Support — Global Customer Services

Foundational Chapter

- Handled complex customer escalations, diagnosing friction points where software UX, knowledge documentation, or communication broke down.
- Consistently achieved top-tier customer satisfaction ratings by translating convoluted technical and policy constraints into crystal-clear solutions.

FEATURED PORTFOLIO PROJECTS (Live at umairismail.online)

- 1. Interactive Compliance Simulator:** Branching ethical dilemma engine replacing passive compliance checks.
- 2. LMS Onboarding Automation Engine:** Zero-to-readiness pathway with auto-remediation triggers.
- 3. AI-Assisted Knowledge Accelerator:** Instant distillation of complex enterprise SOPs into microlearning.
- 4. Performance Support Scenario Matrix:** Interactive decision matrix reducing escalation time by 35%.