Joshua Sutton

Kissimmee, FL | (407) 414-8996 | joshua.sutton8@me.com | linkedin.com/in/joshuamsutton

Professional Summary

Learning & Development professional with 20+ years of experience designing, implementing, and scaling training programs across healthcare, technology, retail, and service industries. Proven track record of building training programs and departments from the ground up, reducing attrition by up to 40%, and accelerating new-hire ramp-up by 50%. Expertise in instructional design, leadership development, and training analytics, with a focus on scalable solutions that align with business goals. Skilled in leveraging both traditional and emerging technologies to drive workforce performance and organizational growth. Author of multiple books on instructional design and modern learning strategy, including *Foundations of Learning Design*, *Designing eLearning that Works*, and *Designing Learning for Human + AI Teams*.

Core Skills

Curriculum Development | Training Delivery | Virtual Training | New Hire Training | Leadership Development | Talent Development | Instructional Design | Adult Learning Theory | Training Management | Program Management | Project Management | Change Management | Team Leadership | Gap Analysis | ROI Analysis | Process Improvement | Learning Management Systems (LMS) | Articulate Storyline | Microsoft Power BI | Power Automate | Microsoft Office | SharePoint | Google Workspace | Adobe Photoshop | Audio/Video Editing | Apple iWork | Learning Analytics | Needs Assessment | Performance Improvement | Service Training | Operations Training | Technical Training | Sales Training | AI Prompt Engineering

Professional Experience

Freelance Instructional Designer | 05/2024 – Present
– Designed and developed custom eLearning and blended training courses & programs for corporate and individual clients.
– Conducted needs analyses and collaborated with stakeholders to align training content with organizational or client goals.
– Created engaging instructional materials using Articulate Storyline, MS PowerPoint, and LMS platforms.
– Applied learning analytics and feedback loops to assess learner performance and refine course effectiveness.
– Supported clients in implementing scalable learning solutions, focusing on knowledge retention and performance improvement.

Instructional Designer | Enstoa | 07/2023 – 03/2024
– Designed and structured educational content, training modules, and curriculum for diverse learners.
– Conducted needs assessments to identify skills gaps and align learning with performance objectives.
– Developed instructional materials including written content, multimedia resources, and assessments.
– Evaluated program effectiveness using data-driven feedback, optimizing for learner engagement and outcomes.

Training Program Manager | Envera Health | 09/2022 – 06/2023
– Developed and implemented a new training program that reduced new-hire ramp-up time by 50% and lowered frontline attrition from 45% to 7%.
– Built an entirely new training department to support business growth and client onboarding.
– Designed scalable, blended learning solutions (instructor-led and e-learning).
– Collaborated with operations and client implementation teams to achieve 100% on-time training delivery.
– Increased employee job function accuracy by 60% within first reporting period.
– Created automated SharePoint knowledge platform for metrics, reporting, and self-service training support.

Training & Development Manager / Instructional Design | uBreakiFix / Asurion | 03/2012 – 09/2022
– Directed development and rollout of multimillion-dollar strategic partner training programs.
– Program manager for corporate leadership development, career path training, and talent development initiatives.
– Established training department KPIs, ROI metrics, and budgets.
– Led growth from fewer than 20 stores to over 700 locations across US, Canada, and Caribbean.
– Managed curriculum design, e-learning, and instructor-led training (in-person & virtual).
– Product manager for internal knowledge base of 1,000+ repair, troubleshooting, and operations articles.
– Served as uBreakiFix Instructional Designer for parent company Asurion post-acquisition.

Apple Genius & Training Specialist | Apple Inc. | 05/2008 – 05/2011
– Trained new employees on Apple culture, systems, products, and repair processes.
– Delivered customer training workshops on Apple devices and software.
– Diagnosed and repaired Apple desktop, laptop, and handheld devices.

Store Launch Trainer & Shift Supervisor | Starbucks Coffee Company | 01/2005 – 08/2008
– Lead trainer for multiple new store launches in Central Florida.
– Trained all new staff on customer service, product knowledge, and operational systems.
– Supervised teams to ensure compliance with customer experience and food safety standards.

Cast Member | Walt Disney World | 05/2002 – 05/2005
– Delivered guest experience training for new employees.
– Supported daily food & beverage operations, guest recovery, and cash handling.

Certifications & Professional Learning

– Six Sigma Green Belt
– Certified Instructional Designer
– Learning Experience Design Certification
– Diploma in Talent Development & Management
– Diversity, Equity & Inclusion Certified
– Masterclass in Leadership Management
– AI Prompt Engineering Certification
– AI for Learning & Development Certification

Publications & Authorship

– *Foundations of Learning Design Series* (2024) — Comprehensive introduction to instructional design principles, adult learning theory, and course development frameworks. Includes a companion workbook with planning tools, templates, and applied exercises for educators, trainers, and L&D professionals.
– *Designing eLearning That Works* (2024) — Practical guide bridging cognitive psychology, design thinking, and educational technology to create eLearning that drives measurable performance improvement.
– *Microlearning MicroSeries™* (2025) — Ten-part collection of concise guides that translate instructional design theory into actionable tools for modern learning professionals. Covers performance diagnosis, objective writing, storyboarding, practice design, and microlearning measurement and scalability.
– *Designing Learning for Human + AI Teams* (2025) — Framework for designing learning ecosystems where humans and intelligent systems collaborate. Introduces the MAIM Framework™ (Map, Augment, Integrate, Measure) for aligning human capability, AI tools, and adaptive analytics in learning design.

Available on Amazon™: amazon.com/stores/Joshua-Sutton/author/B0CWFNYNLK