

AVNISH TOLWANI

Senior Instructional Designer

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SUMMARY

Instructional designer with 10+ years of experience building training programs for enterprise teams at Verizon, Citi, Staples, and the U.S. Department of Defense. I work with product teams, SMEs, and operations leads to identify performance gaps and then build the right mix of eLearning, video, simulations, and job aids to close them. I've integrated AI tools to cut production timelines by 20–30%, and I focus on making content accessible, measurable, and tied to real business outcomes.

SKILLS

Authoring Tools: Articulate 360 (Storyline & Rise), Adobe Captivate, Camtasia, Lectora

Design & Media: Adobe Creative Cloud (Photoshop, Illustrator, Premiere Pro, After Effects), Canva

Platforms & Standards: LMS administration, SCORM, xAPI/AICC, SharePoint, Confluence

AI & Productivity: ChatGPT, Claude, AI-assisted scripting/storyboarding, AI voiceover and video tools

Frameworks: ADDIE, SAM, Kirkpatrick evaluation, needs assessment, Section 508/WCAG accessibility

Project & Process: Agile/Scrum, SAFe, Jira, cross-functional stakeholder management

Content Types: eLearning, ILT, VILT, microlearning, scenario-based simulations, interactive video, job aids

PROFESSIONAL EXPERIENCE

Senior Instructional Designer / Learning Experience Design — Verizon

June 2019 – Present | Tampa, FL

- Design and develop eLearning, ILT, VILT, interactive video, and performance support for Verizon Business Group sales and customer-facing teams across multiple product lines.
- Built scenario-based simulations that let reps practice real customer conversations, leading to higher assessment scores and fewer post-launch support escalations.
- Partner with Product, Marketing, and Revenue Operations to align training with product launches, release timelines, and quarterly business goals.
- Introduced AI tools for scripting, storyboarding, and voiceover drafts — cut average production time by 20–30% while maintaining quality standards.
- Analyze LMS data, assessment results, and learner feedback to identify gaps; led quarterly review cycles that improved course satisfaction ratings.
- Consult on instructional strategies and template standards for the broader L&D team, mentor junior designers on development workflows and stakeholder communication.
- Ensure all learning content meets Section 508 and WCAG accessibility guidelines.

Project Manager / Instructional Designer — Staples

May 2015 – June 2019 | Tampa, FL

- Led Agile transformation training for Staples Digital Solutions — coached teams on SAFe and Scrum, facilitated sprint ceremonies, and tracked adoption across multiple workstreams.
- Designed eLearning and microlearning using Articulate Storyline and Rise to support system re-platforming and process changes.
- Partnered with technical teams during data-platform migrations to build training that prepared users for new tools and workflows before go-live.
- Managed the training content lifecycle — collected feedback, reviewed performance data, and coordinated updates to keep materials current.

Senior Training Specialist / Instructional Designer — Citibank

May 2014 – May 2015 | Tampa, FL

- Planned, designed, and launched enterprise-wide Supplier Risk Management training for Citi's global workforce in a regulated environment.
- Built interactive eLearning modules and supporting materials (handbooks, job aids) for audiences across multiple regions and business units.
- Partnered with compliance, risk, and business teams to align content with regulatory requirements; conducted needs assessments to identify knowledge gaps.
- Managed LMS content — tracked learner progress, pulled completion reports, updated courses based on policy changes.

Instructional Designer / Developer — U.S. Department of Defense (Army)

September 2013 – February 2014 | Picatinny Arsenal, NJ

- Created distributed learning materials for U.S. Army personnel — developed storyboards, scripts, and scenario-based instruction using Storyline, Lectora, and Captivate.
- Worked with instructors, SMEs, and multimedia developers to design self-paced training modules that met DoD standards.

EARLIER EXPERIENCE

Senior Technical Trainer / Instructional Designer — AIG

February 2014 – May 2014 | Neptune, NJ

Designed employee and client-facing eLearning, updated Client Services training manuals and presentation materials.

Instructional Designer / Developer — ADP

March 2013 – September 2013 | Parsippany, NJ

Built SCORM/AICC-compliant courseware with simulation scenarios and assessments using Lectora, Captivate, and Storyline.

Instructional Designer / Developer — FlightSafety International

July 2012 – March 2013 | Moonachie, NJ

Updated pilot and maintenance training manuals; designed web-based training materials and interactive PDFs for iPad delivery.

Instructional Designer / Developer — PricewaterhouseCoopers (PwC)

October 2011 – July 2012 | Moonachie, NJ

Coordinated eLearning builds for classroom and mobile learning solutions; developed multimedia assets and production templates using Adobe Creative Suite.

EDUCATION

B.A, Graphic Design – Virginia Western Community College

CERTIFICATIONS & DEVELOPMENT

AI for Brainstorming and Planning – Google

Google AI Fundamentals

Certified SAFe 4 Agilist

Agile Foundations

STATUS

US Citizen.