Mitchell Irving

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Summary

An international award-winning (ATD Best Award 2020 & 2019), versatile, and results-driven Training & Development Professional with a tenacious desire to exceed business expectations and drive multimillion-dollar ROI on training initiatives. Possessing nearly 20 years of successful experiences in developing training programs with emphases on analyzing learning needs and performance, creating curriculum and assessments aligned to relevant standards and domains, and managing the cultivation of best practices for sound instruction. Strong project management and written/oral communication skills in applying proper practices of instructional methodologies in creating engaging, innovative, and effective training solutions, within the constraints of a project's budget, technological resources, and time.

Instructional Design Models Often Used

SAM
A.D.D.I.E. Model
Agile Learning Model
Adult Learning Model
Blended Learning Model
Differentiating Learning Model
Criterion Referenced Instruction
Kirkpatrick's Four-Level Evaluation Model
Computer Supported Collaborative Learning
ARCS Model of Motivational Design
Computer Based Instruction
Leader Led Training Design
Discovery Learning Model
Problem-based Learning
ASSURE Model

Research Methods Often Used

Task Analysis
Correlational Research
Regression-Discontinuity Design
Standardizes Test Analysis
Double Pretest Design
Factorial Design

Industry Best Practices Mastered

Goals Analysis
Project Implementation
Research Methodologies
Rapid Course Development
Communication Design
Data Visualization
Visual Literacy

Technical Tools Mastered

Schoox
Tin-Can
3D Max
Lectora
Camtasia
Captivate 2019
Microsoft Office 2013
iClone 6 3D Animation
Articulate Storyline 1, 2, & 360
Interactive Learner Response Systems
Interactive Whiteboard Systems
Adobe Acrobat DC
Dreamweaver CC
Premiere Pro CC
After Effects CC
Photoshop CC
Illustrator CC
InDesign CC
Audition CC
SharePoint

Work Related Qualities

Creative
Self-Motivated
Goal & Detail Orientated
Versatile Team Player

Experience

Instructional Design Manager

The Krystal Company
April 2018 to Present – Atlanta, GA

Manages the training and operational services functions to deliver effective programs, resources, and tools that enhance performance in restaurants. Meets with Business Stakeholders to gain insight and buy-in into training Initiatives. Designs and implements strategy and measures results to ensure business needs are met.

Notable Accomplishments

- Earned the 2020 & 2019 ATD Best Award that recognizes organizations that demonstrate enterprise-wide success as a result of talent development.
- Statistically proved trainings' business impact on reducing retention rates by over 30% points during 2018, despite our industry growing to an all-time high.
- Developed training materials to support the rollout of 3rd Party Delivery Services that led to an additional $400K+ in revenue.

Sr. Instructional Design & E-Learning Consultant

BestEdTech (Training Solutions Design Studio)
September 2012 to Present – Atlanta, GA

Providing customized well-developed instructional design services and multimedia development that fulfill various Fortune 500 clients short-term and/or ongoing business goals. Offering services specializing in the following areas:
Scenario-Based Training Simulations - Video Tutorials - Software Simulations - Instructional Guides - Evaluative Tools - Web Designs - Flash and After Effects Animations - Voice Overs - Photographic Editing - Special Effects - 3D Graphics & Animations - Augmented Reality - VR/360° Video Training

Notable Accomplishments

- Created software simulations and scenario-based training solutions that improved employee performance while reducing the cost of training.
- Consulted various Fortune 500 clients and educational organizations such as: IHG, McKesson, Wake Forest Medical Center, Cox, ARAMARK, NCCU, GE, etc.
- Acted as a performance consultant to key stakeholders by recommending synchronous and asynchronous training interventions to improve job performance.

Sr. Learning Solutions Multimedia Architect

Newell Brands
February 2016 to June 2016 Atlanta, GA

Managed the eLearning Design Team in the development of training solutions created internally and through vendor relations while ensuring 1st through 4th level evaluations where conducted that showed the value of our efforts and led the team's instructional direction. Contributed to the overall design and development of training resources by serving as a coach and a professional resource for designers. Worked independently and on teams with other designers, subject matter experts, and facilitators to design curricula.

Notable Accomplishments

- Led partnership with marketing vendor agency to design and develop leadership training initiatives and marketing training.
- Created eLearning style guides and interactive activity templates that fostered a standard of creating highly professional solutions that delivered favorable results.
- Cut training cost by developing in-house training solutions and by finding synergies between cross-divisional and enterprise wide training solutions.

E-Learning & Multimedia Developer
The Coca-Cola Company
September 2014 to September 2015 – Atlanta, GA

Created a range of training materials designed to foster best practices in employee job performance while growing revenue and cutting expenses. Demonstrated innovation by utilizing efficient deployment strategies with the newest web portal and learning management system technologies. Collaborated with the L&D team members to develop project storyboards, action plans, timetables, and benchmarks.

Notable Accomplishments
- Reduced cost of equipment repair process through creating an online tool that guided technicians on their calls. The tool decreased the amount of time technicians spent on repair calls and the amount of repeat calls.
- Reduced time of production by creating graphics, animations, and multimedia templates for the Learning and Development Design Team.
- Designed GUIs for programs and assisted with the maintenance of the Learning and Development Team's web presence.

Instructional Design Consultant
AT&T
June 2013 to June 2014 – Atlanta, GA

Created initial training materials for DSL and U-verse call center agents. Utilized instructional design principles, models and theories along with AT&T business acumen to successfully design, develop and implement innovative learning solutions using a blend of delivery options including e-learning, instructor-led training (traditional and virtual classroom), gamification, and performance support tools for Sales, Retail, Human Resource, Leadership, Technical Care, and Customer Care,

Notable Accomplishments
- Created a 3D virtual call center that served as a portal for Initial training materials utilized by call center agents.
- Developed flash-based games that motivated employee participation, engagement, and loyalty, which, added value to HR objectives.
- Developed training materials that prepared agents to provide exceptional service to customers for sales, billing, connectivity, and usability support.

Educational Technologist & Special Education Teacher
Fulton County Schools, Imhotep Academy, & Foundation Christian Academy
August 2006 to June 2013 – Atlanta, GA

Utilized effective instructional design methodologies to create numerous instructional materials for students and faculty, which lead to increase schools' End of Year effectiveness by ensuring standards were taught to and met by students.

Notable Accomplishments
- Set faculty professional development goals by assessing their educational technology literacy & aptitude as it relates to the overall improvement plan.
- Created an inventory tracking database with the ability to scan barcodes and show employee usage of educational technologies.
- Led the Curriculum Development Team in creating pacing guides, weekly standards grids, all-encompassing digital lesson plans, and formative & summative assessments aligned to standards.

Director of Instructional Design
TOP-CAT (Technology Opportunity Program - Community Access to Technology)
August 2001 to July 2006 - Durham, NC

Designed, coordinated, and trained the development of staff, new hires, and volunteers. Managed programs and developed training materials aligned to TOP-CAT agenda and sound instructional design principles through our SharePoint site.

Notable Accomplishments
- Created instructional materials for TOP-CAT's online portal, which provided a single point of access for various community programs to receive training.
- Recruited and coached staff to be skillful educators and mentors dedicated to increasing the quality of life for participates in the TOP-CAT program.

Education

M.A. in Educational Technology at North Carolina Central University
Graduated May of 2006 Summa Cum Laude

Focused on the learning process, instructional design methodologies, web design, gamification, visual literacy, and usability of research methods.

B.A. in Psychology at North Carolina Central University
Graduated May of 2003 Magna Cum Laude

Dual emphases in Clinical Psychology and Business Administration.

Publications
A Digital Analysis of Middle School Student Video Gamers vs. Non-Video Gamers
Response to Computer Based Chess Instruction
Krystal wins ATD BEST Award for success through talent development

Awards
ATD Best Award 2020 & 2019
Up-coming TOP-CAT Leader
TOP-CAT Professional of the Year 2005
Bear Creek Value Added Award

Professional Affiliations
American Psychological Association (APA)
Association for Talent Development (ATD)
Association for Educational Communications and Technology (AECT)
Adobe Education Exchange
NCCU Alumni Association
SmartTech Exchange
NAACP

Client & Colleague Testimonies
"Mitchell Irving is a multi-skilled learning professional that I had the esteemed pleasure of working with over the past year. Mitchell leveraged his K-12 teaching experience along with an interactive and blended-learning approach to produce several projects that featured software simulations, videos, games and animations. His contributions re-enforced our efforts to produce engaging learning solutions that enable our clients to perform effectively, reach their goals and measure their progress"

Reginald Chambers
Senior Training Manager
AT&T

"Mitchell is a great resource on the technical, graphical and instructional aspects of training design—up to date and forward-looking on tools and technologies and always willing to share his considerable expertise, as well as fun and easy to work with..."

John Gibbs
Senior Training Manager
AT&T

"Mitchell has a passion for creating digital media that makes an impact and promotes community improvement!"

John P. Comer
Community Organizer
Architects of ustice

Ex Cetera
Visit my online portfolio at mitchellirving.com, my LinkedIn profile at linkedin.com/in/mitchellirving
and my Upwork profile at upwork.com/fl/mitchellirving