Nathan Chambers

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# Professional Summary

Strategic and innovative Learning & Development Leader with 15+ years of experience delivering scalable training programs that align with organizational goals. Proven success designing and evaluating workforce development initiatives through data-driven decision-making, modern instructional technologies, and performance consulting. Adept at facilitating dynamic, high-impact learning experiences across digital, hybrid, and in-person platforms. Recognized for elevating performance metrics, reducing onboarding time, and creating cohesive learning ecosystems that reflect mission, vision, and values. Frequently represents organizations in high-stakes speaking engagements while promoting culture and core principles.

# Core Competencies

Instructional Design | Elearning Development | Curriculum Development | ADDIE/SAM | Performance Consulting | Stakeholder Engagement | Needs Assessment | Learning Analytics | Blended Learning | Virtual Facilitation | Kirkpatrick Evaluation | 508 Compliance | Scorm Compliance | LMS Administration | Organizational Development | Coaching | Strategic Planning | Data-Driven Decision-Making | Training Delivery | Adult Learning | Training Evaluation | Training Needs Analysis | Training Facilitation | Learning Objectives | Learning Strategy | Microlearning | Instructional Materials | Virtual Training | Subject Matter Experts | Training Metrics | Learning Outcomes

# Technical Skills

Articulate 360 | Adobe Captivate | Canva | Canvas | Camtasia | Photoshop | Microsoft Office Suite | SCORM | Qualtrics | Virtual Learning Environments | Evaluation Methodologies | Visual Basics

# Knowledge, Skills, and Abilities (KSA)

* Extensive knowledge of instructional design theory, learning technologies, and federal training standards. Skilled in developing digital and blended learning using platforms like Articulate, Canva, and Canvas.
* Experienced in collecting and analyze training data, evaluate impact, and report findings through executive-ready dashboards and visual summaries.
* Adept at facilitating engaging training sessions across all modalities, tailoring approaches to diverse learning styles.
* Known for continuously seeking innovation, embracing change, and maintaining an agile, learner-centered mindset.

# Key Accomplishments

• Improved new hire onboarding satisfaction by 35% and reduced 90-day turnover (Strayer University).  
 - Implemented a structured mentorship model and centralized learning hub to provide real-time support.

• Cut time-to-proficiency by over 60 days and improved trainee performance by 25% (DirecTV/AT&T).  
 - Redesigned OJT programs with competency maps and performance-based assessments.

• Developed 20+ consultation projects, coaching design teams to 100% on-time delivery (Goldbelt LLC).  
 - Mentored ISDs and established agile workflow systems across multiple projects.

• Boosted customer service KPIs by 20% through behavior-based coaching (Bank of America).  
 - Analyzed performance data and facilitated targeted workshops with feedback loops.

• Created blended learning for 2,000+ B2B sales reps, improving evaluation accuracy and productivity (Eli Lilly).  
 - Built competency models and job-specific pathways using Articulate and facilitator support tools.

• Reduced eLearning development time by 27% (Edgesource).  
 - Used motion graphics, rapid prototyping, and collaborative storyboarding to streamline development.

## Senior Instructional Design Manager

Goldbelt, LLC – Dunn Loring, VA | 10/2022 – 04/2025

* Delivered 20+ consultation projects on time.  
   - Mentored a GS-13 team lead and coached four ISDs to manage agile design sprints.
* Maintained 508 compliance across 9 law enforcement courses.  
   - Audited materials for accessibility and standardized templates.
* Created training solutions aligned with performance objectives.  
   - Led needs assessments and applied ADDIE methodology throughout the lifecycle.
* Enhanced data-driven improvement strategies.  
   - Presented course evaluation findings via dashboards and executive summaries.

## Senior Instructional Design Manager

Alutiiq – Dunn Loring, VA | 10/2019 – 10/2022

* Built and managed 17 custom training programs.  
   - Led consultations, defined KPIs, and tailored content for federal audiences.
* Supported team growth and expertise.  
   - Provided continuous mentorship and ran internal design workshops.
* Ensured instructional strategies reflected best practices.  
   - Monitored L&D trends and integrated evidence-based approaches.

## Instructional Design Project Manager

Edgesource – Virginia | 01/2020 – 12/2021

* Designed 4 eLearning courses for DHS.  
   - Used motion graphics and interactive design principles.
* Reduced development time by 27%.  
   - Established prototyping workflows and agile reviews.
* Demonstrated ROI of learning investments.  
   - Tracked pre/post metrics and presented stakeholder impact reports.

## Lead Learning and Development Consultant

Ho-Chunk Inc. – Dunn Loring, VA | 10/2015 – 10/2019

* Improved technical and leadership readiness for DS OTB and Navy Seabees.  
   - Created targeted simulations and case-based content.
* Enhanced satisfaction for non-law enforcement roles.  
   - Developed job-specific training and collected learner feedback for iteration.
* Aligned course design with business goals.  
   - Collaborated with department heads on performance mapping.

## Senior Change Management Consultant

Accenture Federal Services – Chantilly, VA | 08/2014 – 10/2015

* Created leadership programs and competency models.  
   - Partnered with SMEs and analyzed existing performance data.
* Facilitated high-level workshops.  
   - Used interactive methods to promote adoption during major transformations.

## Instructional Design Specialist

Edge Source (DAU) – Virginia | 01/2013 – 08/2015

* Developed eLearning through DART system.  
   - Built interactive modules tailored to federal acquisition professionals.
* Designed infographics and job aids.  
   - Addressed complex technical topics with learner-friendly visuals.

## Instructional Design Lead

Diamond Information Systems – Washington, D.C. | 10/2013 – 08/2014

* Improved user proficiency by 35%.  
   - Implemented mini-modules and short tutorials for HR systems.
* Developed online and ILT content.  
   - Mapped features to user workflows for better system onboarding.

## Lead Training and Development Specialist

Strayer University – Herndon, VA | 12/2011 – 10/2013

* Won Blackboard Best Practices Award.  
   - Developed a centralized training hub that streamlined access to learning content.
* Improved documentation accuracy by 80%.  
   - Standardized PIP/CAF forms and introduced coaching guides to reduce specialist time.

## Workforce Development and Learning Consultant

Bank of America – U.S. | 01/2011 – 12/2011

* Increased seller performance by 20%.  
   - Delivered coaching sessions and performance diagnostics for frontline teams.
* Enhanced operational efficiency.  
   - Performed root cause analysis and implemented workflow improvements.

## Instructional Designer

Eli Lilly – Bloomington, IN | 07/2011 – 12/2011

* Designed blended learning for B2B sales reps.  
   - Created multimedia lessons and defined core competency models.

## Learning and Development Consultant

Allscripts, Inc. – Raleigh, NC | 01/2010 – 12/2010

* Enhanced EHR training effectiveness.  
   - Built scenario-based eLearning simulations and revised modules using learner feedback.

## Performance Improvement Consultant

DirecTV, AT&T – Boise, ID | 10/2006 – 07/2009

* Won 2008 Best in Practice award.  
   - Led a full redesign of field operations training across national teams.
* Reduced average call handling time by 1.5 minutes.  
   - Introduced performance dashboards and optimized coaching workflows.

## Human Resources Consultant (Entry Level)

BJB Company – Midland, TX | 01/2006 – 11/2006

* Reduced injuries by 75%.  
   - Launched a safety recognition program and redesigned OSHA compliance training.
* Built performance management infrastructure.  
   - Created an employee handbook and appraisal templates.

# Education

* M.Ed., Curriculum and Instruction – American College of Education, Indianapolis, IN
* B.A., Interpersonal Communication – Boise State University, Boise, ID
* Certificate in Designing Learning – Association for Talent Development (ATD)
* Certificate in Workplace Performance Improvement – Boise State University
* Certificate in Instructional Strategies and Curriculum Design – Ithaca College