

Matt Bennett

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Instructional Design and Training Leader

Transforming Technical Complexity into Accessible, Results-Driven Learning Experiences

Results-driven training professional developing high-impact learning solutions in technology and telecommunications. Skilled in designing, developing, and implementing training programs for complex systems. Adept at leveraging instructional design methodologies, eLearning technologies, and technical expertise to create engaging and effective learning experiences. Collaborates with subject matter experts (SMEs) to transform complex technical concepts into clear, accessible content tailored for diverse audiences. Integrating lab-based exercises in both physical labs and cloud-based environment.

Key Achievements

Developed and maintained a portfolio of 30+ e-learning courses on Ciena's Multi-layer Network Control Suite, delivering in-depth training on network management and service provisioning across L0-L3 topologies. Courses provided comprehensive instruction on leveraging advanced analytics for photonic and transport layers, Ethernet, and L3 VPNs, as well as integrating 3rd-party software using APIs.

Designed, developed, and maintained multiple instructor-led training courses with hands-on lab exercises, utilizing both physical hardware and an internal cloud-emulation server. Produced comprehensive deliverables, including content outlines, student and instructor guides, lab manuals, and engaging PowerPoint presentations to facilitate effective learning.

Collaborated with cross-functional subject matter experts to create Instructor-led lab-based courses on Ciena's Adaptive IP Application. Topics included the collection of real-time telemetry, troubleshooting unexpected network behaviors and segment routing policy.

Areas of Expertise

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| – Instructional Design & Curriculum Development | – Project Management & Team Leadership |
| – Training Needs Analysis | – Adult Learning Principles & Methodologies |
| – Learning Management Systems (LMS/LCMS) | – Performance Gap Assessment |
| – eLearning Development & Authoring Tools (Articulate 360, Camtasia) | – Cloud-Based & On-Prem Lab Training Environments |
| – Technical Training for Telecommunications & Networking Systems | – AI Development Tools (ChatGPT, WellSaid, Beautiful.ai, Synthesia) |

Professional Experience

CIENA CORPORATION, Hanover, MD (Remote)

Technical Curriculum Manager

2016 - 2025

- Designed and developed 20 comprehensive training programs for multi-layer network management systems, ensuring alignment with organizational goals and technical requirements.
- Collaborated with SMEs and engineers, transforming complex technical concepts into engaging, learner-friendly content.
- Oversaw a team of Instructional Designers to produce 70+ eLearning modules, user guides, and instructor-led training materials using Articulate 360 and Camtasia.
- Conducted training needs analysis, identifying performance gaps and recommending tailored learning solutions.
- Implemented assessment strategies, measuring learner outcomes and improving training effectiveness.

PANASONIC AVIONICS CORPORATION, Bothell, WA**Manager**, Technical Training

2003 - 2015

- Recruited, hired, and led a team of classroom instructors and media specialists, delivering high-quality technical training.
- Applied adult learning methodologies, driving redesign and continuous improvement of classroom curriculum, enhancing learner engagement and knowledge retention.
- Collaborated with international airline training teams to develop and implement tailored training programs, meeting regulatory and operational requirements.
- Partnered with internal engineers to assess training needs for new products, ensuring accurate and effective knowledge transfer.
- Oversaw scheduling, development, and delivery of e-learning and instructor-led training (ILT) materials, optimizing training efficiency and accessibility.

Technical Proficiencies

- Articulate 360, Camtasia, Audition
- Adobe Creative Suite
- Web Development (HTML, JavaScript)
- LMS/LCMS Platforms
- Microsoft Office Suite

Education

- **Bachelor of Arts (BA)**, Visual Communication Education, Western Washington University, Bellingham, WA

Certifications and Training

- Certificate (currently enrolled) ~ Artificial Intelligence: Business Strategies and Application, University of California
- Certificate ~ Mobile Business Solutions, University of Washington
- Certificate ~ HTML, CSS3 & Responsive Design for Web Development