

KRISHNA PATEL

TECHNICAL ENABLEMENT & AI LEARNING LEADER

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PROFESSIONAL OVERVIEW

Innovative L&D thought partner with 10+ years of experience designing scalable, high-impact learning programs that drive business growth and employee engagement. Passionate about AI-driven learning at scale, UX/UI for learning design, and data-backed talent development. I am passionate about fostering inclusive, high-performing cultures and influencing stakeholders across all levels. Currently leading AI adoption and technical education strategy at DigiCert, where my programs drove 96% active AI tool adoption across an 85-person technical organization and produced quantified learning efficacy data most enablement teams never capture.

PROFESSIONAL SKILLS

AI Adoption & Enablement Strategy • Learning Analytics & Efficacy Measurement • Technical Onboarding & Education • Instructional Design & Learning Science • Change Management (Prosci) • Hands-On Labs & Certification Programs • Knowledge Management Systems • Team Leadership & Coaching

PROFESSIONAL WORK EXPERIENCE

DIGICERT

Director, Technical Enablement

Sept 2025 - Present

- **Designed and ran the FY27 Tech Summit:** 68 technical attendees at 100% capacity, 7 hands-on sessions, each measured with a 9-question scorecard across 99 survey responses. Post-session knowledge checks validated durable learning (83–100% correctness on core concepts); individualized facilitator reports shaped the FY27 enablement roadmap.
- **Led enterprise AI adoption for an 85-person technical org,** driving 96% active Rovo and LLM adoption (vs. 86% company-wide), backed by an adoption analytics framework tracking engagement depth, usage patterns, and re-engagement targets.
- **Built learning programs that prove their own impact:** a rubric-based demo enablement program (47 SEs, 3 global regions, 85% participation) where SEs who consumed the enablement content scored 12.8 points higher on structured demo assessments, quantified proof the learning design worked.
- **Grew instructor-led training enrollments 57.5% in one quarter** while completion rates jumped from 47% to 74%, with session ratings up to 4.9/5, through blended learning design and friction removal.
- **Rebuilt technical onboarding from scratch:** 90-day ramp with 3 milestone gates, 45–60 hours of structured learning, a Trusted Guide buddy program, and 9 duplicate courses eliminated across tracks.
- **Reduced content development time ~30% through AI-powered workflows,** including automated content generation and learning synthesis, within a responsible AI enablement framework.

ATLASSIAN

Senior Learning Experience Designer, Engineering & Product Enablement

May 2021 – Sept 2025

Aug 2024 – Sept 2025

Moved into a senior IC role by design to go deep on AI-driven learning systems for engineering audiences.

- **Led an enterprise-wide accessibility (A11y) enablement initiative across 1,000+ engineers,** achieving 85% completion and 92% process adherence through integrated manager enablement.
- **Designed AI-powered learning systems and templates** that enabled scalable, high-quality content creation across technical teams.

- Partnered with senior leadership to align learning programs with product roadmaps; mentored junior designers in UX, AI, and modern instructional design.

Manager, Instructional Design, Revenue Operations

July 2022 - Aug 2024

- **Led a team of 7 instructional designers** building enablement, onboarding, and leadership programs; established the ID methodology framework and style guide adopted across teams.
- **Spearheaded a company-wide solution selling program** reaching 80% completion and +10% knowledge retention; delivered a 1,200-person kickoff conference.
- **Cut training development time dramatically** by identifying inefficiencies and streamlining production processes.

Lead, Cloud Instructional Designer, Revenue Operations

May 2021- July 2022

- Designed & delivered **100+ hours of blended learning programs, achieving a 90%** learner satisfaction rate.
- Standardized the Cloud Value Pitch Initiative & manager coaching, increasing cloud solution adoption and improving sales effectiveness.
- Built and maintained a **centralized knowledge portal**, optimizing content accessibility across teams.
- Supported the creation of **data-driven learning evaluation metrics**, ensuring continuous program improvement.
- Mentored and upskilled junior instructional designers, fostering growth and collaboration.

OPPORTUNITY FINANCIAL

Senior Learning Experience Designer, Sales Enablement

Feb 2020 - Apr 2021

- Led strategic learning initiatives, improving skill application by 15% through post-training assessments.
- Developed **30+ interactive eLearning courses, maintaining 90% learner satisfaction** via Qualtrics survey analysis.
- Integrated manager feedback loops to optimize training effectiveness.

ANIXTER

Learning & Development Lead

Aug 2018 - Feb 2020

- Managed LMS administration and optimization, ensuring seamless training delivery for **250+ operational managers**.
- Designed and deployed a custom LMS homepage, improving accessibility and engagement.
- Partnered with SMEs to ensure training content accuracy, effectiveness, and alignment with business needs.

TFI AT NORTHWESTERN UNIVERSITY

Program Manager, Training & Content - Learning & Development Lead

June 2016 - July 2018

- Designed training protocols and exercises for over **100 therapists** and administrators, ensuring effective skill development.
- Led training initiatives on Systemic Therapy Inventory of Change (STIC), a feedback tool assessing therapy effectiveness.
- Recruited, onboarded, and mentored research assistants and post-doctoral fellows, supporting professional growth.

EDUCATION

Master of Arts, IO Psychology, The Chicago School of Professional Psychology

2018

Concentration: Business Learning Design

Bachelor of Science, Psychology, The University of Texas at Austin

2014

Concentration: Social Psychology

PROFESSIONAL DEVELOPMENT

AI Fluency Framework & Foundations Certificate

2026

Project Management Professional (PMP) Certification	2025
Certified Associate of Project Management	2024
Performance Consulting Mastercall Certification	2024
User Experience Foundations Certificate, Parsons School of Design	2023
PROSCI Certified Change Practitioner	2023
Learning Experience Design Certificate, Louisiana State University	2021