


# RAJ SAKLIKAR

Training and Enablement Professional

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## PROFESSIONAL PROFILE

Training and enablement professional with over 20 years of experience in instructional design, course development, training delivery, and certification programs. Proven project, program, and people management capabilities, including management of remote and globally dispersed teams. Able to quickly shift from strategic planning to tactical execution.

## CORE COMPETENCIES

- Instructional Design
- Course Development
- eLearning
- Microlearning
- Instructor-led & Remote Learning
- Leadership & Team Building
- Program & Project Management
- Certification Programs
- Employee Enablement
- Customer Enablement
- Partner Enablement
- Learning Management Systems

## EXPERIENCE

**CyCognito** | Palo Alto, CA

May 2022 – June 2023

Lead Instructional Designer, Developer & Program Manager

Built the customer enablement program from scratch, providing immediate access to eLearning courses for customers and prospects—efficiently enabling them on the features, functionality, and operation of the CyCognito platform.

- Designed and developed modular eLearning courses with fully interactive branching scenarios, simulations, and knowledge checks.
- Researched and purchased a Learning Management System (LMS) –Moodle Workplace -- with required features and functionality while staying under budget.
- Built and configured the LMS, including self-registration and automated program assignments based on audience role.
- Managed learning paths, course content, enrolments, and student accounts in the LMS.
- Partnered with the Product team to create product focused courses for sales and new hire onboarding.

**8x8, Inc.** | Campbell, CA

July 2016 – May 2022

Senior Instructional Design and Development

Educational Services & Certification Program Management

Team Leader

Advanced through multiple promotions culminating in a senior-level role overseeing the design, development and delivery of all customer and partner curriculums—including partner sales and services certifications—and all product documentation.

Managed a department with 21 members across four teams.

- Managed global Learning Architect, Course Development, Training Delivery and Technical Documentation teams.
- Increased partner engagement with options for 100% self-paced learning paths for sales, deployment & support tracks.
- Managed the conversion of 8x8's services certifications from multiple choice to practical exams.
- Defined and managed an agile instructional design and course development process, implementing micro learning to efficiently maintain a growing catalog and an increasing velocity of product releases.
- Implemented an online delivery method to enable our customers' users with customized content.

**Apple** | Cupertino, CA  
Technical Training Content Developer

September 2013 – July 2016

- Partnered with the Worldwide Enterprise team to design and develop instructor-led and self-paced training for enterprise partners.
- Collaborated with Business Marketing, Enterprise SEs, and Education SEs to create training and educational content for Apple technical pre-sales, carriers, resellers, and channel partners.
- Designed and developed Apple Pro Certification exams.
- Authored the interactive iOS Deployment Primer iBook available on the iBooks Store.
- Co-authored the interactive iOS Technical Training iBook available on the iBooks Store.

**AppSense** | Sunnyvale, CA  
Senior Education Developer and Trainer

April 2011 – September 2013

- Designed, developed and delivered technical training courses for employees, partners and customers.
- Partnered with subject matter experts to redesign a curriculum of courses and certification exams around the company's core suite of products.
- Worked with product development to create sales and technical eLearning courses for a new product line.

**NetApp** | Sunnyvale, CA  
Learning & Performance Specialist

August 2008 – April 2011

- Partnered with subject matter experts in the Global Support organization to design and develop job role specific curriculum.
- Created eLearning and instructor led content that focuses on changing behavior and improving skill sets.
- Designed and developed a comprehensive New Hire Curriculum encompassing both the required technical and business process skills.
- Developed and managed a coaching program for our support center managers.
- Project managed the design and development of a comprehensive accreditation program for our Technical Support Engineers that tests their abilities on three fronts: their knowledge of tools and processes; their technical knowledge; and their technical troubleshooting skills.

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## PRIOR EXPERIENCE

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**Cisco Systems, Inc.** | San Jose, CA  
Developer, contracted through Insight Global  
February 2008 – August 2008

**Savi Technology, Inc.** | Sunnyvale, CA  
Senior Instructional Designer/Developer  
October 2005 – February 2008

**NetApp** | Sunnyvale, CA  
Manager, Employee Technical Training  
Senior Course Developer/Trainer  
Trainer  
July 2000 – October 2005

## SKILLS / SOFTWARE

- Storyline & Rise 360
- Captivate
- Photoshop, Illustrator, Acrobat
- Basic HTML5 & CSS
- Moodle Workplace
- Workday
- Camtasia, Snagit
- Word, Excel, PowerPoint
- Pages, Numbers, Keynote