


RAJ SAKLIKAR

Training and Enablement Expert

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PROFESSIONAL PROFILE

Experienced Instructional Designer with deep expertise in creating interactive, performance-based learning experiences for technical, operational and soft skill audiences. Focused on designing interactive, real-world practice opportunities—storytelling, scenarios, simulations, and measurable skills application—to make learning engaging, effective, and scalable.

CORE COMPETENCIES

- End-to-End Curriculum Design
- Customer Onboarding & Education
- Employee & Partner Enablement
- LMS Implementation & Administration
- Practicum-Based Certification Programs
- Technical Enablement
- Agile Course Development
- Instructional Design
- ILT, VILT, eLearning
- Generative AI
- Self-Paced & Scenario-Based Learning
- Cross-Functional Collaboration
- Metrics & Feedback-Driven Improvement

PROFESSIONAL EXPERIENCE

General Dynamics Information Technology | Falls Church, VA
Learning and Development Specialist Principal

April 2024 – Present

Develop and deliver strategic learning experiences for program managers operating within complex government contract environments.

- Designed immersive, workshop-based curriculum focused on real-world decision-making, contract performance, and risk management.
- Led two full-day PM Summits with scenario-driven sessions and expert panels; earned 100% promoter scores and >93% satisfaction ratings across offerings.
- Developed reusable learning frameworks for future scaling across the broader program manager community.

CyCognito | Palo Alto, CA
Director of Education Services

May 2022 – June 2023

Built the company's first customer training program from the ground up, directly contributing to faster product adoption and increased user proficiency across AppSec and security operations.

- Designed and delivered a complete modular curriculum of self-paced courses, simulations, and branching scenarios focused on real-world platform use cases.
- Selected, implemented, and fully configured Moodle Workplace LMS, enabling audience-specific learning paths, automated enrollments, and self-registration.
- Managed all aspects of the LMS lifecycle, including content administration, user management, reporting, and integration of product release updates.
- Collaborated with Product and Customer Success to rapidly address customer knowledge gaps and ensure training aligned with roadmap priorities.

Directed global training strategy for customers and partners across 8x8's unified communications and contact center platforms.

- Designed and scaled a comprehensive, role-based curriculum for customers, deployment and support teams.
- Implemented an online delivery method to enable our customers' users with customized content.
- Led transformation of certification program from passive multiple-choice assessments to hands-on practicum exams that demonstrated real-world product application.
- Oversaw LMS platform operations and analytics, supporting both ILT/VILT and self-paced modalities.
- Managed a global team of 21 across instructional design, course development, training delivery, and technical documentation.
- Aligned training initiatives with product velocity using agile development methods and microlearning to deliver timely, accurate updates.

Apple | Cupertino, CA
Technical Training Content Developer

September 2013 – July 2016

I participated in or led multiple enablement and certification projects for enterprise partners and customers.

- Created global enablement programs and certification exams for technical resellers, carriers, and enterprise customers.
- Designed and published interactive iBooks (iOS Deployment Primer, iOS Technical Training) for scalable partner enablement.
- Developed content in collaboration with SEs and Product Marketing to align with deployment best practices and customer needs.

AppSense | Sunnyvale, CA
Senior Education Developer and Trainer

April 2011 – September 2013

I was responsible for running and maintaining the customer enablement program in the US. I delivered training to US based customers, managed our training partner for US delivery, and partnered with the lead UK Instructional Designer to build out the curriculum and certification exams.

- 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.

PRIOR EXPERIENCE

Earlier Roles: NetApp | Savi Technology | Cisco

Held senior roles in technical training and enablement teams.

- Led customer, partner, and employee technical curriculum development.
- Built competency-based assessment frameworks and scalable eLearning programs.
- Managed coaching and accreditation programs for customer-facing engineering roles.

TOOLS & PLATFORMS

LMS Platforms: Moodle Workplace, WorkRamp, Cornerstone

eLearning Development: Articulate Storyline / Rise, Captivate, Adobe Animate, Premier Pro, After Effects, Vyond, Camtasia

Certifications: Practical/Scenario-Based Assessment Design, Psychometric Review, Prometric, Pearson Vue, Kryterion

Generative AI: ChatGPT, Claude, OpenArt.ai – Nano Banana Pro, Seedream, Kling, Seedance, Veo

Other Tools: Snagit, Photoshop, Illustrator, Acrobat Pro, HTML/CSS, Microsoft Office, Google Docs