

Joseph Burt

Ottawa, ON | hello@josephburt.com | +1-613-875-4644 | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Learning and development program leader with 12+ years of experience driving enterprise learning, technical training, and systems focused initiatives across the public and private sectors. Experienced translating complex business and system requirements into learning strategies, managing cross-functional projects, overseeing content development, and supporting organizational readiness through system and process change. Brings a combination of education, technical communication, and enterprise system implementation.

EXPERIENCE

Employment and Social Development Canada

Senior Learning Consultant

Feb 2024 - Present

- Managed and developed a team of 10+ Instructional Designers and Courseware Developers, providing feedback, allocating resources, and setting strategic direction across projects ranging from facilitated learning sessions to self-paced learning products while ensuring high-quality, on-time delivery aligned with organizational priorities.
- Owned the full project lifecycle for enterprise learning initiatives supporting 1,000+ front-line employees, from requirements gathering and needs analysis through planning, design, development, stakeholder validation, implementation, and post-launch improvement.
- Led learning and documentation initiatives for government-based benefits delivery systems, translating complex system functionality, business rules, workflows, and operational requirements into user-centered training and technical resources.
- Built cross-functional partnerships with subject matter experts, operational leaders, and business stakeholders to define requirements, navigate competing priorities, and identify operational gaps, which contributed to improved process efficiency, reduced learner support requirements, and successful program adoption.

Learning Consultant and Instructional Designer

Feb 2022 - Feb 2024

- Managed the design and implementation of a national Mandatory Training Curriculum serving 40,000 employees, coordinating 10+ learning initiatives from requirements gathering and planning through development, stakeholder review, implementation, and continuous improvement.
- Led the development of 5+ enterprise learning programs across digital accessibility, information management, information technology security, and other corporate priorities, translating complex requirements into scalable learning solutions for internal audiences of roughly 40,000 employees.
- Partnered with leadership and subject matter experts to define requirements, synthesize complex technical and business information, resolve content and workflow questions, and align learning solutions with organizational priorities, resulting in successful project delivery, improved learner readiness, and increased stakeholder confidence.
- Directed content strategy and development across facilitated learning, self-paced eLearning, video, and job aids, applying strong writing, editing, and information architecture skills to improve clarity, accessibility, consistency, and learner engagement, which led to increased knowledge retention, improved learner performance, and higher stakeholder satisfaction.

Canada School of Public Service

Outreach and Engagement Coordinator

Jan 2021 - Feb 2022

- Coordinated the design, planning, and delivery of 20+ national learning events (panel discussions, fire-side chats, keynote speakers and conferences) reaching 25,000+ participants and achieving a 90% learner satisfaction rate from post-event evaluations.
- Partnered with subject matter experts, communications specialists, and organizational stakeholders to translate complex policy and legislative priorities into clear, audience-focused learning and communications strategies, including training programs, implementation toolkits, executive communications, and operational guidance materials.

- Co-developed multi-channel communications and learning resources, including email campaigns, job aids, and short-form videos, to support the launch, adoption, and sustained engagement of enterprise learning initiatives, which contributed to increased awareness, stronger learner engagement, and successful adoption of new processes and tools.

Learning Project Officer

Oct 2019 - Jan 2021

- Managed learning projects from needs assessment through design, development, leadership review, and launch, partnering with internal and external subject matter experts to deliver training on accessibility, inclusion, anti-Black racism, mental health, unconscious bias, and other organizational priorities.
- Conducted needs assessments and analyzed learner and stakeholder feedback to identify learning gaps, prioritize curriculum improvements, and inform targeted solutions that strengthened learning outcomes and program effectiveness.

ADDITIONAL EXPERIENCE

Apple Retail

Creative Pro (Training Facilitator)

Jun 2019 - Oct 2019

- Facilitated technical training sessions and workshops to hundreds of Apple customers with varying levels of technical proficiency to enable them to confidently use Apple hardware, software, and creative tools across macOS and iOS environments.
- Assessed user needs and adapted instructional approaches to simplify complex technical concepts, build learner confidence, and enable effective adoption of new tools and workflows.

User Acceptance Testing Lead, Retail Systems – Career Experience

Jan 2019 - Jun 2019

- Led and coordinated a team of 15 testers through the User Acceptance Testing phase of the software development lifecycle for a new SAP-based retail system, developing and executing test cases to validate functionality, support release readiness, and ensure alignment with business requirements.
- Authored the first user guide and technical documentation for the new retail system, translating complex testing results, system functionality, and workflows into clear, user-focused resources for future users, testers, and UAT leads.

Creative Pro (Training Facilitator)

Jan 2018 - Jan 2019

- Facilitated technical training sessions and workshops to hundreds of Apple customers with varying levels of technical proficiency to enable them to confidently use Apple hardware, software, and creative tools across macOS and iOS environments.
- Assessed user needs and adapted instructional approaches to simplify complex technical concepts, build learner confidence, and enable effective adoption of new tools and workflows.

Apple Certified Mac Technician

Apr 2014 - Jan 2018

- Diagnosed and resolved complex hardware and software issues across macOS and iOS, using structured problem-solving and technical troubleshooting to deliver effective solutions across 1000+ customer interactions and repairs, while maintaining an average net promoter score of 90.
- Identified recurring technical issues and opportunities to improve troubleshooting processes, applying hands-on knowledge of Apple systems and user workflows to support efficient resolution and a high-quality customer experience.

EDUCATION

University of Ottawa, Master of Education (2018)

Nipissing University, Bachelor of Education and Bachelor of Arts, Honours (2014)

CERTIFICATIONS

- Apple Certified Mac Technician, Apple
- AI Fundamentals, Google
- Navigating AI: AI Agents, Institute of Public Administration of Canada (IPAC)