

Joseph Burt

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Summary

Learning and development professional with seven years designing and leading enterprise training programs in the federal public service, preceded by five years in technical training and support at Apple. Experience spans national mandatory curriculum for 40,000 employees, operational documentation for benefits delivery systems, and supervision of instructional design and courseware teams. Background in education, technical writing, and system implementation.

Experience

Senior Learning Consultant

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (FEBRUARY 2024 - PRESENT)

- Supervises and leads a team of 10+ Instructional Designers and Courseware Developers, providing direction, feedback, and oversight to ensure consistent quality and on-time delivery across the team's projects.
- Designs and develops operational training and documentation for over 1000 front-line employees who process client requests for government benefits using Curam.
- Translates complex system workflows, business rules, service outcomes, and procedures into clear, practical documentation and learning resources for front-line employees.
- Manages the full program / project management lifecycle from needs analysis and planning through analysis, design, development, review, implementation, and continuous improvement.
- Partners with subject matter experts, operational leaders, and business stakeholders to identify learning needs, clarify user workflows, and align training deliverables with business priorities.
- Creates and maintains user-focused content including job aids, process guides, system-based learning materials, and workflow instructions to support accurate and efficient task completion.

Learning Consultant & Instructional Designer

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (FEBRUARY 2022 - FEBRUARY 2024)

- Managed the design and implementation of a national Mandatory Training Curriculum for 40,000 employees.
- Developed courses on topics including digital accessibility, information management, information technology security, and other corporate learning priorities.
- Worked closely with stakeholders and subject matter experts to gather requirements, synthesize complex information, and translate it into engaging, easy-to-follow materials for broad internal audiences.
- Applied strong writing, editing, and content organization skills to improve readability, clarity, and learner engagement across multiple formats, including facilitated learning, self-paced eLearning, videos, and job aids.

Outreach and Engagement Coordinator

CANADA SCHOOL OF PUBLIC SERVICE (JANUARY 2021 - FEBRUARY 2022)

- Partnered with subject matter experts and communications specialists to develop clear, audience-focused materials that increased awareness and participation in national learning events.
- Supported the design, coordination, and delivery of more than 20 national learning events with over 25,000 participants and a 90% learner satisfaction rate.
- Co-developed communication materials including emails, job aids, and videos to support the launch and adoption of learning initiatives tied to policy and legislative priorities.

Project Officer, Learning

CANADA SCHOOL OF PUBLIC SERVICE (OCTOBER 2019 - JANUARY 2021)

- Worked with internal and external subject matter experts to design, develop, and release training on LGBTQ2+ inclusion, accessibility, anti-Black racism, mental health, and unconscious bias.
- Performed needs assessments to identify learning gaps, resulting in targeted curriculum improvements and enhanced learning outcomes.

Training Facilitator, Creative Pro

APPLE (JANUARY 2018 - JANUARY 2019 / JUNE 2019 - OCTOBER 2019)

- Facilitated engaging training sessions and workshops that helped customers understand and confidently use Apple technology, including macOS, iOS, and creative tools.
- Translated product features, workflows, and technical concepts into clear, accessible instruction for users with varying levels of experience.

User Acceptance Testing Lead, Retail Systems (Contract)

APPLE (JANUARY 2019 - JUNE 2019)

- Led and coordinated a team of 15 testers through the user acceptance testing phase of the software development lifecycle of a new retail system based on SAP architecture.
- Developed and executed test cases to validate product functionality, support release readiness and alignment with business product owner expectations.
- Authored the first user guide and technical documentation for the new retail system to guide future users, testers, and UAT leads, translating testing and system knowledge into clear, usable reference material.
- Worked in a fast-paced cross-functional environment that required precision, strong written communication, and attention to detail.

Apple Certified Mac Technician, Genius Bar

APPLE (APRIL 2014 - JANUARY 2018)

- Diagnosed and resolved hardware and software issues for Apple customers across macOS and iOS devices.
- Translated technical issues, troubleshooting steps, and recommended solutions in clear, plain language tailored to different levels of user comfort and technical ability.
- Built strong practical expertise in Apple products, workflows, and user support through hundreds of customer interactions and repairs.

Education

University of Ottawa - Master of Education (2018)

Nipissing University - Bachelor of Education (2014)

Nipissing University - Bachelor of Arts (Honours) (2014)

Skills

Learning Design and Development

Instructional Design, ADDIE, Adult Learning Theory, Curriculum Development, Gap and Needs Analysis, Learning Outcomes and Evaluation, Blended Learning, eLearning Development, Self-Paced and Facilitated Learning, Digital Accessibility (WCAG 2.1)

Program and Team Leadership

Learning Strategy Development, Program and Project Management Lifecycle, Team Leadership, Change Management, Stakeholder Engagement, Subject Matter Expert Partnership, Strategic Thinking

Writing and Facilitation

Technical Writing, Technical Documentation, Job Aids and Process Guides, Plain Language Writing, Workshop Facilitation, Training Facilitation

Systems and Tools

Curam, Saba, Moodle, D2L Brightspace, Adapt, SharePoint, SCORM, User Acceptance Testing, Software Development Life Cycle (SDLC), macOS and iOS, Apple Certified Mac Technician, iMovie