

CECILIA GOMEZ

Learning & Development | Instructional Design | Organizational Change Management
Orlando, Florida

PROFESSIONAL PROFILE

Learning and development professional with 10+ years of experience designing and delivering enterprise training, onboarding, eLearning, and organizational change initiatives. Develops practical, learner-centered solutions including role-based training, virtual and instructor-led sessions, job aids, videos, and knowledge resources. Experienced partnering with cross-functional stakeholders to support technology adoption and employee performance.

AREAS OF EXPERTISE

Instructional Design & Adult Learning | eLearning Development | Learning Program Management | New Hire Onboarding | Instructor-Led & Virtual Facilitation | Enterprise Systems Training | Change Management | Stakeholder Engagement | Training Communications | Knowledge Management | SOPs & Job Aids | Training Evaluation

TOOLS & PLATFORMS

Articulate Storyline 360 & Rise 360 | Camtasia | Learning Management Systems | Microsoft 365 | SAP / SAP S/4HANA | Workday | UKG | ServiceNow | Salesforce

PROFESSIONAL EXPERIENCE

Senior Associate | KPMG | May 2022 – May 2026

- Designed and delivered enterprise learning and IT training initiatives supporting organizational transformation and technology adoption.
- Developed role-based learning and eLearning content for UKG, Workday, and SAP using Articulate Storyline 360 and Rise 360.
- Created training videos, self-paced resources, job aids, and structured learning plans for diverse employee groups.
- Partnered with HR, IT, and business stakeholders to coordinate training schedules and cross-functional learning activities.
- Supported organizational change initiatives through stakeholder analysis, change impact assessments, communications, and adoption planning.

Solution Specialist | Deloitte | April 2018 – May 2022

- Designed customized instructor-led and virtual training solutions for enterprise clients across industries.
- Developed learning approaches for new technology adoption and employee onboarding.
- Facilitated training, coaching, and performance improvement sessions across organizational levels.
- Collaborated with stakeholders and supported virtual team development and engagement initiatives.

Quality & Regulatory Compliance Specialist | Abbott | August 2016 – April 2018

- Maintained quality documentation and supported regulatory compliance processes.
- Developed SOPs, process guides, and compliance training materials; supported KPI reporting and continuous improvement.

Program Trainer & Quality Assurance Analyst | Kyra Solutions | February 2016 – August 2016

- Designed onboarding curriculum and delivered instructor-led training for new and existing employees.
- Used quality assurance findings and training evaluations to identify knowledge gaps and improvement opportunities.

ADDITIONAL EXPERIENCE

Deloitte — Solution Associate | Bluegreen Vacations — Learning & Development Specialist | Alere North America — International Client Services & Office Trainer | Lockheed Martin — Training Coordinator | Elsevier — Trainer & Project Specialist

EDUCATION

DeVry University — Coursework in Human Resource Management