

CHARLES LWANDA

Training & Capacity Building Facilitator • Instructional Designer • eLearning Developer
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PROFESSIONAL SUMMARY

Capacity Building Facilitator and Instructional Designer with 6+ years of experience designing and delivering participatory training programs that produce measurable behavior change. Proven track record of conducting Training Needs Assessments (TNA), developing competency-based curricula, facilitating adult-learning workshops for diverse multi-stakeholder groups, and evaluating training impact using Kirkpatrick frameworks. Experienced across corporate, higher education, and development sectors in Kenya. Skilled at aligning training interventions with institutional mandates, program objectives, and performance gap evidence — not course delivery for its own sake.

CORE COMPETENCIES

✓ Training Needs Assessment (TNA)	✓ Participatory Facilitation Methods	✓ Competency-Based Curriculum Design
✓ Workshop Design & Delivery	✓ Adult Learning Principles (Andragogy)	✓ Stakeholder Engagement & Consultation
✓ Training Evaluation (Kirkpatrick)	✓ eLearning Development (SCORM/xAPI)	✓ ADDIE / SAM / Backward Design

PROFESSIONAL EXPERIENCE

Training & Capacity Building Specialist (Freelance)

2022 – Present

Learnemax | Remote Client – B2B Services Organization

- Reduced faculty onboarding time by 40% within 6 months, measured by Tier-1 support ticket volume, by designing and delivering a 52-staff Train-the-Trainer program — using participatory adult-learning methods that shifted academics from passive recipients to active online facilitators.
- Increased learner course interaction by 30%, measured by LMS engagement dashboards, by diagnosing performance gaps through a systematic TNA and redesigning three underperforming course modules with competency-based learning objectives and formative assessment checkpoints.
- Maintained 99.9% platform uptime and zero compliance failures across a 130-user LMS environment, by administering Moodle/Canvas/Blackboard systems and enforcing data governance protocols aligned with global privacy standards.
- Built automated reporting dashboards tracking completion rates, learner engagement, and facilitator performance — enabling evidence-based program monitoring and targeted intervention by academic staff.

Instructional Designer – Sales Enablement

2023

Co-Lend | Corporate Client

- Closed a critical performance gap in new-hire onboarding — where reps consistently failed under high-pressure client calls — by leading a full Training Needs Assessment with senior reps and L&D stakeholders, then designing 'The Deal Rescue Operation,' a branching scenario-based simulation built on real negotiation competency maps.
- Applied end-to-end ADDIE methodology: SME interviews, competency framework mapping, Articulate Storyline 360 development, SCORM deployment, and post-pilot feedback integration — producing a validated, ready-to-scale learning solution.
- Embedded decision-point analytics into the module, giving L&D leads real-time visibility into learner performance patterns and enabling targeted post-training coaching to reinforce behavior transfer on the job.

eLearning Developer & Curriculum Conversion Lead

2024 – 2025

Higher Education Digitization Initiative | Independent Project

- Converted 70 traditional academic units into hybrid and asynchronous online formats, measured by course inventory completion, by partnering with Subject Matter Experts and applying ADDIE and SAM instructional design frameworks — preserving pedagogical integrity while redesigning content for self-directed learners.
- Led UX redesign of an LMS Special Programs instance for a new learner cohort — improving navigation, accessibility, and content discoverability — resulting in a measurably reduced help-desk support load in the deployment semester.
- Sustained a 4.5/5.0 learner satisfaction rating across diverse academic cohorts by providing responsive facilitation support and delivering structured post-training reference packs to academic staff.

SELECTED PORTFOLIO PROJECTS

'The Conversation You've Been Avoiding' — Behaviour-Change Simulation

charleslwanda.com | Articulate Storyline 360 | Live: charleslwanda.com

- Designed an 8-slide scenario-based course for mid-level managers on difficult performance conversations, featuring branching decision paths, a dual-ending architecture, a hidden avoidance-pattern tracker, and a TRUE/FALSE variable-driven consequence system — demonstrating end-to-end instructional design for workplace behavior change.

'The 5-Minute Field Guide' Performance Support Job Aid

Portfolio Demo | Hospitality Sector

- Replaced a 40-page SOP with a visual, field-deployable job aid reducing staff reference time during live service recovery situations — demonstrating needs-analysis-first design, adult learning principles applied to performance support, and outcome-focused instructional thinking.

EDUCATION & PROFESSIONAL DEVELOPMENT

Postgraduate Diploma in Learning Design and Technology

2025 – Present

Open University of Kenya

Bachelor of Education (B.Ed)

2010 – 2014

Moi University

Continuing Professional Development:

- Articulate Storyline 360 – Advanced Interaction Design & Branching
- SCORM 1.2 / xAPI / LMS Administration — Moodle, Canvas, Blackboard
- Kirkpatrick Model – Training Evaluation Levels 1–4
- ADDIE / SAM / Rapid Instructional Design Methodologies
- Agile Project Management for L&D Programs

LANGUAGES

English — Fluent (Professional) · Kiswahili — Fluent (Native)