

JOSHUA STRINGER

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PROFESSIONAL SUMMARY

Learning & Development leader who cut new-hire ramp time by 30% and boosted CSAT scores 30% through strategic onboarding redesign. 5+ years building enterprise training programs for 500+ learners across government, healthcare, and SaaS sectors. Combines hands-on LMS expertise (TalentLMS, PaycomLMS, Articulate 360) with data-driven evaluation methods to deliver measurable performance improvements and client retention.

WORK EXPERIENCE

Pearl Interactive Network | Learning & Development Manager
2/2020 - 11/2024 (Promoted through 3 roles)

- Drove company-wide training transformation across government and healthcare programs, improving employee performance metrics and client satisfaction through strategic LMS management, instructional design, and leadership development initiatives.
- Achieved 30% reduction in time-to-productivity and 30% CSAT improvement by redesigning onboarding programs with targeted soft skills and systems training (Salesforce, Zendesk).
- Scaled learning operations to 500+ learners by implementing and optimizing LMS infrastructure, enabling organization-wide trackable training delivery and performance analytics.
- Increased knowledge retention by developing interactive e-learning modules in Articulate 360, Flipsnack, and Canva that addressed critical skill gaps and boosted course completion rates.
- Built leadership development pipelines that strengthened team performance and accelerated internal promotion rates across the organization.
- Partnered with department heads to identify skill gaps and design targeted upskilling programs aligned with business objectives.

CORE COMPETENCIES

- LMS Administration (TalentLMS, 360Learning, Paycom)
- Instructional Design (ADDIE, Agile, SAM)
- E-Learning Development (Articulate 360, Adobe Captivate, Premiere Pro)
- SaaS Customer Onboarding & Enablement
- Compliance Training Development (HIPAA, ADA, OSHA)
- Training Program Design & Delivery
- Data-Driven Learning Evaluation
- Knowledge Base Architecture & Self-Service Support

EDUCATION, CERTIFICATIONS & TRAINING

- HRSA Training Certification
- Virtual Training Certification (U.S. Census Bureau)
- Foundation of Learning Management Systems (LMS)
- Unity Essentials Pathway
- Fire Academy Certification
- EMT Certification

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- Mentored and developed L&D team members, driving innovation and maintaining quality standards across training delivery.
- Achieved 100% audit-readiness by building compliance training programs from scratch (ADA, HIPAA, OSHA, Suicide Awareness).
- Influenced strategic technology decisions by leading LMS vendor evaluations and presenting data-driven recommendations to senior leadership.
- Ensured federal compliance by facilitating large-scale Census training sessions, preparing field and support staff for regulatory requirements.
- Delivered blended learning experiences (virtual and in-person) aligned to federal guidelines and adult learning principles.
- Developed knowledge base and support documentation that reduced support ticket volume and improved team self-sufficiency.

Noble Steed Studios, Tempe, AZ | Owner/Instructional Consultant

1/2018 - 2/2020

- Developed standardized operating procedures and training documentation for streaming professionals using complex broadcast software (OBS Studio).
- Designed and built interactive audience engagement software enabling viewers to influence streamers' gameplay, improving viewer retention and engagement.
- Created self-service learning resources enabling users to independently troubleshoot technical workflows and reduce support dependencies.

EARLY CAREER FOUNDATION

- Emergency Services (Firefighter/EMT): Developed expertise in protocol-based training, high-stakes communication, and team leadership under pressure.
- Instructional Coaching (Martial Arts): Built curriculum design and coaching skills through teaching students of varied skill levels.
- Operations Management: Managed hiring, onboarding, and training functions, establishing foundation in people development and performance management.