

Jonathan A. Coad

Orlando, FL | 407-757-5119 | jcoad820@gmail.com

www.linkedin.com/in/jonathana-coad

AI-Enabled Learning Experience Designer

Instructional Designer specializing in technical training, simulation-based learning, and AI-enabled content development. Experienced in designing curriculum for complex systems and collaborating with engineers, SMEs, and cross-functional stakeholders to deliver scalable learning solutions. Currently supporting Cisco U initiatives that integrate generative AI into instructional design workflows to accelerate course development and improve training consistency.

Core Skills

AI-Assisted Content Development • Learning Experience Design (LXD) • Instructional Systems Design (ADDIE / PADDIE) • Technical Training Development • Simulation-Based Training • Needs & Task Analysis • Curriculum Architecture • SME Collaboration

Tools

Microsoft Office • Confluence • Jira • Miro • Trello • Xyleme • Captivate • Adobe • Gen AI • 11labs • Canva • WellSaid • Synthesia • LEAi • Colossyan • Vyond • Camtasia • Snag-it

Professional Experience

Experis at Cisco Systems, Inc. – Instructional Designer

Oct 2022 – Present

- Designed and implemented AI-assisted content authoring workflows that support Cisco U training development and accelerate course creation.
- Developed prompt frameworks used by instructional designers to generate structured learning content and support instructional planning.
- Serve as an internal consultant on AI-enabled instructional design practices, advising learning architects, designers, and managers.
- Facilitate office hours and knowledge-sharing sessions to help teams adopt generative AI tools for content creation and professional development.
- Collaborate with SMEs, customer engineers, QA specialists, and advocates to ensure technical accuracy and alignment with learning objectives.
- Evaluate learning technologies including LMS platforms and generative AI tools to support Cisco's training ecosystem.

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Technical Systems Integration – Instructional Systems Designer II

Orlando, FL | May 2022 – Oct 2022

- Conducted instructional analysis for training programs and established documentation standards to improve company processes.
- Collaborated with SMEs and technical writers to design simulation-based training, LOs, and KSAs that aligned with operational requirements.

Jiracor – Instructional Systems Designer, Lead

Orlando, FL | Apr 2021 – May 2022

- Led a team of instructional designers and graphic artists delivering Navy training curriculum.
- Designed and developed lesson plans and courseware using a variety of tools and platforms to align stakeholders on training deliverables.

Carley Corporation – Instructional Designer

Orlando, FL | Nov 2019 – Apr 2021

- Designed and developed Navy training materials across the PADDIE lifecycle including research, documentation, and courseware development.
- Collaborated with SMEs and quality analysts to modernize curriculum, develop lesson design strategies, and resolve legacy training issues.

Cubic Simulation Systems – Instructional Systems Designer

Orlando, FL | May 2018 – Sep 2019

- Collaborated with SMEs, engineers, multimedia developers, and 3-D artists to build simulation-based training and courseware using the ADDIE model.
- Conducted needs analysis and developed learning objectives, storyboards, and training guides.

Education

M.S., Modeling & Simulation — University of Central Florida

Graduate Certificates: Instructional Design for Simulations; Training Simulation

B.S., Psychology — University of Central Florida

Honors in the Major

Cisco AI Technical Practitioner Certification – (AITECH, 2026)

Cisco AI Business Practitioner Certification – (AIBIZ, 2025)

LLAMA – Agile for Instructional Design Certification