

# Daniel J. Wensel

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Enterprise L&D Leadership | Technical Enablement & Capability Development | Learning Systems & Measurable Outcomes

## PROFESSIONAL SUMMARY

Senior learning and enablement leader known for bringing structure to ambiguity, building high-performing teams, and translating complex technical environments into scalable enablement systems. Experienced building and leading global learning organizations across SaaS and enterprise technology environments, with a consistent focus on aligning learning strategy to business transformation, product evolution, and workforce capability needs.

Proven ability to align executive stakeholders, lead cross-functional teams, and deliver learning systems at global scale, including leading teams of up to 20 across instructional design, technical writing, and enablement operations. Combines deep instructional design expertise with hands-on proficiency in cloud, security, and AI-enabled enablement, and a consistent orientation toward measuring learning as a business outcome rather than a completion metric.

## CORE COMPETENCIES

**Enterprise Learning Strategy:** Aligning learning to business transformation, product roadmaps, and workforce capability goals; scalable operating models and governance

**Team & Organizational Leadership:** Building and leading distributed teams including managing managers; cross-functional stakeholder alignment across Product, Engineering, HR, and CS

**Learning Systems & Architecture:** LMS selection and implementation; reusable content frameworks; modular design at global scale

**Measurement & Outcomes:** KPI design tied to adoption, readiness, and confidence; pre/post assessment frameworks; executive reporting on learning impact

**Digital Transformation:** ILT-to-digital modernization; AI-assisted content development; in-app guidance strategy and vendor selection

**Technical Enablement:** Cloud, security, and platform enablement; customer and partner education; SaaS adoption and time-to-value programs

## PROFESSIONAL EXPERIENCE

### Delta Air Lines

#### Sr. Learning Designer, Program Analytics — IT Learning & Development

2023 - Present

*Engaged via Pyramid Consulting (2023); hired as full-time employee following successful 18-month engagement*

Operated as an embedded learning consultant to a 5,000-person IT organization, partnering with engineering leadership, Infosec, Quality Engineering, and external vendors to design and deliver programs at a scale requiring both strategic judgment and hands-on execution. Served as business partner to Infosec and Quality Engineering domains and managed the learning partnership with AWS account representatives, coordinating on Skill Builder utilization, certification planning, and JAM session delivery.

## **AWS Certification Program**

- Architected end-to-end AWS certification program across a 2,500-person engineering organization, customizing Udemy learning paths with internal resources, designing readiness-gating and voucher qualification workflow, managing voucher assignment and exam tracking, hosting office hours with AWS instructors, and leading launch and ongoing communications strategy
- Drove 1,000+ enrollments across the eligible engineering population; 300 vouchers fully claimed through competitive gating process
- Achieved 89% first-attempt pass rate among exam-sitters; 200+ engineers certified with additional completions in progress as remaining participants complete scheduled exams

## **Infosec & Security Enablement**

- Designed and developed custom security curriculum from SME-provided source materials and independent research, including Avoiding Common Coding Vulnerabilities (co-developed with SME; 4,327 completions), Self-Service Group and Role Management, and User Access Review
- Partnered with Infosec SMEs to produce and facilitate enterprise security learning events, managing end-to-end logistics including content review, dry runs, communications, facilitation, pre/post surveys, and recording distribution
- Facilitated global Agentic AI and A2A series (3 sessions, 1,949 total attendees); pre/post surveys documented 58% confidence growth, 90% readiness growth, and 57% intent growth
- Facilitated global MCP Guidelines series (3 sessions, 1,078 total attendees); pre/post surveys documented 97% confidence growth, 105% readiness growth, and 75% intent growth

## **Cloud & Platform Enablement**

- Redesigned and rebuilt FinOps curriculum from prior versions into engaging, interactive learning experiences, reaching 5,600+ engineers across FinOps 101: Optimizing Delta's Cloud Spend (4,158 completions) and Cloudability 101 (1,518 completions)
- Developed policy-change enablement course for enterprise meeting recording initiative, serving as the access gateway for Teams and Webex recording permissions across Delta IT; 1,193 completions within the first week of launch
- Utilized SAP SuccessFactors LMS analytics to track engagement and participation, informing continuous program improvement

## **Verint Systems** *(formerly Witness Systems)*

### **Director, Learning Strategy and Enablement**

2003 – 2023

*Built career through successive promotions to Director, leading teams of up to 20 across instructional design, technical writing, and enablement operations, including managers as direct reports. Scope expanded and evolved across three Director-level roles as the company grew through acquisition and product transformation.*

### **Learning Strategy & Enterprise Enablement**

- Built and led global learning function supporting SaaS product adoption and workforce capability across employee, partner, and customer ecosystems
- Established enterprise learning governance structures including global councils and communities of practice to align strategy, priorities, and standards across regions and business units
- Partnered with executive leadership in Product, Engineering, and Customer Success to align enablement strategy with product roadmap and release cycles
- Designed scalable learning architecture using reusable learning objects, standardized templates, and global frameworks enabling consistent delivery at scale
- Implemented Cornerstone OnDemand LMS supporting 40,000+ global learners, leading requirements gathering, vendor selection, and global deployment

### **Customer & Revenue-Contributing Enablement**

- Directly contributed \$700K+ annually in customer-facing self-paced learning revenue through agent and supervisor curriculum generating 7,200+ lesson completions per delivery cycle

- Delivered 58 virtual enablement sessions annually reaching 6,800+ attendees as part of a sustained release readiness model across the product lifecycle
- Owned customer education curriculum strategy and content portfolio for enterprise SaaS suite, defining what learning was produced and overseeing teams responsible for development and maintenance

#### Digital Transformation & Systems Modernization

- Led modernization from instructor-led training to digital and on-demand learning, converting 60+ courses in 6 months
- Led in-app guidance strategy including vendor evaluation, POC testing, and Pendo deployment for new feature announcements, guided walkthroughs, and cross-product feature discovery across release cycles
- Established structured measurement frameworks to evaluate learning effectiveness, adoption, and capability progression across learner populations

## TOOLS & PLATFORMS

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<b>Learning Design &amp; Authoring</b>	Articulate 360 (Storyline, Rise)   Camtasia   Adobe Creative Cloud
<b>Learning Management Systems</b>	SAP SuccessFactors   Cornerstone OnDemand   Power BI
<b>Learning Platforms</b>	Udemy   Pluralsight   Percipio   AWS Skill Builder
<b>Collaboration &amp; Work Mgmt</b>	Microsoft 365   SharePoint   Teams   Jira   Confluence   Agility
<b>AI &amp; Productivity</b>	Claude   ChatGPT   Microsoft Copilot   Claude Design

## PROFESSIONAL AFFILIATIONS

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- Learning Guild — Member
- eLearning Guild — Member
- Society for Technical Communications — Past member and local presenter