

RYAN MAULDIN

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Richmond | DC | Brooklyn

AI Enablement & Learning Architect

Strategic technologist specializing in AI-driven learning systems and technical enablement. I leverage advanced technical skills and cutting-edge tools to deliver engaging learning experiences that drive adoption and operational efficiency. Blending frontier AI with inventive pedagogy, I design immersive learning experiences that transcend slideshows, empowering learners through intelligent systems and responsive instructional environments.

I am passionate about creating dynamic, engaged classrooms whether delivering in person or through virtual environments. My enthusiasm for fostering interactive learning experiences ensures participants remain actively involved and retain knowledge that translates directly to improved performance.

Open to remote, hybrid, and onsite opportunities globally | Willing to relocate

CORE COMPETENCIES

Learning & Development Excellence

- **Instructional Design** (ADDIE, SAM, Agile)
- **Interactive Training Delivery** & Virtual Facilitation
- **Socratic Method** & Inquiry-Based Learning
- **Curriculum Development** & Modular Learning Systems
- **Content Creation** (Camtasia, Captivate, Articulate)
- **Performance Measurement** & Training Analytics
- **LMS Management** (TalentLMS, Litmos, Moodle)

AI & Technical Integration

- **Prompt Engineering** & LLM Integration (GPT, Claude, Gemini)
- **AI-Powered Automation** with Cursor, Windsurf, and Claude
- **Microsoft Copilot Studio** & Power Platform
- **Local AI Implementation** (Ollama, Open Source Models)
- **Multi-Agent Systems** & Workflow Orchestration
- **WYSIWYG Development** (Pinegrow, Visual Builders)

Technical Development

- **Frontend Technologies** (HTML5, CSS3, JavaScript, React)
- **Backend Systems** (Node.js, Python, SQL, APIs)
- **Database Management** (PostgreSQL, MySQL, NoSQL)
- **Version Control** (Git, GitHub, Collaborative Development)
- **Cloud Platforms** (AWS, Azure, Serverless Architecture)
- **DevOps Fundamentals** (CI/CD, Docker, Automation)

Leadership & Strategic Operations

- **Cross-Functional Leadership** & Team Building
- **Process Optimization** & Stakeholder Alignment
- **Knowledge Management** & Documentation Standards
- **CRM Expertise** (Salesforce, ServiceNOW, HubSpot)
- **SaaS Implementation** & Client Success Strategy
- **Change Management** & Digital Transformation

KEY ACHIEVEMENTS

Leadership & Cross-Team Collaboration:

Built high-performing cross-functional teams of subject matter experts, QA agents, and training leads to deliver learning solutions that actually stick. Led application rollouts with seamless LMS integration, consistently boosting user adoption rates and operational efficiency across multiple departments.

AI-Powered Learning Innovation:

Pioneered the integration of agentic workflows and multi-agent systems into enterprise training—bringing sci-fi concepts to practical reality. Leveraged cutting-edge LLMs and local AI to create adaptive learning experiences that respond intelligently to individual learner patterns and preferences.

Next-Generation Training Delivery:

Developed training modules that make people forget they're in training. Used advanced technology to create immersive, interactive experiences for both in-person and remote audiences—moving far beyond the dreaded PowerPoint marathon. Specialized in making complex technical concepts surprisingly accessible and engaging.

Strategic Process Transformation:

Successfully migrated enterprise-scale teams from ServiceNOW to Salesforce while maintaining training excellence throughout the transition. Delivered hybrid software training that meaningfully improved proposal win rates and designed modular curriculums that consistently exceeded KPIs. Enhanced operational efficiency through field-service automation that drove significant recurring revenue growth.

Smart Operational Balance:

Mastered the art of juggling competing priorities across multiple projects while keeping stakeholders happy and objectives on track. Combined empathy with strategic thinking to navigate challenging environments, consistently achieving high performance and substantial user adoption increases—even when resources were tight.

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"Ryan demonstrates an exceptional ability to transform complex technical concepts into engaging learning experiences. His strategic mindset, combined with genuine empathy for learners, consistently drives remarkable adoption rates and measurable performance improvements across diverse teams."

— Composite feedback from leadership

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Independent Consultant

Self-Employed

Remote | February 2025 – July 2025

- ▶ Provided part-time IT training consulting services on utility software implementations
- ▶ Delivered customized training programs for enterprise software adoption
- ▶ Offered pro bono AI and automation consulting to small businesses
- ▶ Developed learning modules using cutting-edge technology and Socratic teaching methods

Software Trainer Specialist

VertiGIS

Richmond, VA | August 2022 – December 2024

- ▶ Delivered AI-informed enterprise software training via virtual and onsite formats
- ▶ Collaborated across departments to build role-specific enablement content
- ▶ Identified proposal opportunities and helped improve proposal win rates through tailored curriculum and onboarding strategies
- ▶ Fostered relationships across organizational levels, driving consensus and collaboration
- ▶ Created training content with cross-team coordination, improving knowledge adoption

Service Supervisor

Technology Integration Group

Richmond, VA | December 2018 – May 2022

- ▶ Managed teams supporting school district technology programs
- ▶ Designed certification and training curricula for technicians and claims administrators
- ▶ Led commercial accounts (IBM, Amedisys) in break/fix and advanced exchange services
- ▶ Tracked productivity and profitability KPIs to uphold SLAs and enhance team performance
- ▶ Developed company-wide training curriculum to certify technical staff

Operations Lead

Balcones Resources

Austin, TX | November 2015 – October 2018

- ▶ Significantly increased annual recurring revenue through an electronics recycling program
- ▶ Reduced non-billable activity by implementing a mobile app for field-service tracking
- ▶ Started an electronic destruction program that added new revenue streams and improved data security
- ▶ Introduced automation and reporting processes to evaluate route performance
- ▶ Streamlined service delivery through innovative field automation tools

Dispatcher

Azuma Leasing

Austin, TX | April 2012 – October 2015

- ▶ Maintained exceptional on-time arrival performance across multiple regional locations
- ▶ Served as liaison between Salesforce developers and management to ensure smooth CRM integration
- ▶ Standardized onboarding and process documentation for dispatch protocols
- ▶ Led documentation standardization and tech integrations across logistics workflows

Head Technical Trainer

iEnergizer of Texas

Austin, TX | November 2009 – March 2012

- ▶ Migrated ServiceNOW to Salesforce for large-scale agent teams while designing and delivering training programs
- ▶ Led training for video game customer service teams (PC and network troubleshooting)
- ▶ Developed LMS-aligned training paths and integrated early automation techniques into workflows
- ▶ Created performance-centric learning programs that consistently met AHT and FCR targets

EDUCATION & DEVELOPMENT

Bachelor of Applied Arts

University of Texas at Austin | Spring 2018

Information Technology – Applications Specialization

Web Development Coursework

Austin Community College (ACC)

Frontend & Backend Development Fundamentals

IT Specialist Certificate Program

ITT Technical Institute | 2006 – 2008

Information Systems & Business Management

Professional Development

Ongoing Commitment: Willing to pursue relevant certifications as needed for role requirements. Currently expanding expertise through continuous learning in AI/ML technologies and modern development frameworks.

PERSONAL FOCUS & INNOVATION VISION

Current Focus: Building next-generation learning ecosystems that make AI workflow orchestration accessible to both technical and non-technical users through low-code interfaces and multi-agent systems. Currently developing innovative web tools for everyday users, combining intuitive design with powerful functionality to solve real-world problems.

Community Engagement: Active mentorship through Big Brother Big Sister program and local community technology programs. Continuously deepening critical thinking approaches through philosophy reading and finding creative inspiration in electronic music during development work.

DEMOS

demo-one.ryanmauldin.design

demo-two.ryanmauldin.design

demo-three.ryanmauldin.design

demo-four.ryanmauldin.design

Let's Connect
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