
AI Enablement | Learning Architect

Strategic technologist specializing in AI driven learning systems and technical solutions. 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

Core Competencies

Learning & Development Excellence

- Instructional Design (ADDIE, SAM)
- Virtual and In-Person Training Facilitation
- Socratic Method & Inquiry-Based Learning
- Curriculum Development & Modular Learning
- Content Creation (Camtasia, Articulate)
- LMS Management (TalentLMS, Litmos)

AI & Technical Integration

- Prompt Engineering (GPT, Claude, Gemini)
- AI-Powered Automation (Cursor)
- Microsoft Copilot Studio & Power Platform
- Local AI (Ollama)
- Multi-Agent Systems & Workflow Orchestration
- WYSIWYG Development (Pinegrow, Visual Builders)

Technical Development

- Frontend Technologies (HTML5, CSS3, React)
- Backend Systems (Node.js, SQL, APIs)
- Database Management (PostgreSQL, MySQL)
- Version Control (Git, GitHub)
- Cloud Platforms (AWS, Azure)
- DevOps Fundamentals (CI/CD, Docker)

Leadership & Strategic Operations

- Cross-Functional Team Building
- Process Optimization & Stakeholder Alignment
- Knowledge Management
- CRM Expertise (Salesforce, ServiceNOW)
- 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 delivering learning solutions that 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.

Composite feedback from leadership

“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.”

Professional Experience

RVA Commons

Remote | February 2025 – July 2025

Self-Employed

- Provided part-time IT training consulting services on utility software implementations
- Offered AI and automation consulting to small businesses

Software Trainer Specialist

Richmond, VA | August 2022 – December 2024

VertiGIS

- Delivered AI-informed enterprise software training via virtual and onsite formats
- Collaborated across departments to build role-specific enablement content
- Identified proposal opportunities and improved win rates through 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

Richmond, VA | December 2018 – May 2022

Technology Integration Group

- 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

Operations Lead

Austin, TX | November 2015 – October 2018

Balcones Resources

- 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

Austin, TX | April 2012 – October 2015

Azuma Leasing

- 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

Austin, TX | November 2009 – March 2012

iEnergizer of Texas

- 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

Personal Focus & Innovation Vision

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.

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.

Let's Connect

mauldinjonas@gmail.com | 512.791.8413