

Sally Thomson

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PROFESSIONAL SUMMARY

Training and Course Development Lead with 20+ years of experience building and evolving enterprise training practices for IT, cybersecurity, healthcare, and software organizations. Proven success defining training strategy, standardizing methodologies, leading high-impact learning programs for enterprise platforms and systems, and mentoring training practitioners to deliver consistent, business-aligned results. Deep expertise in adult learning, instructional design, LMS implementation, technical training delivery, and stakeholder partnership, with a strong record of translating complex technology concepts into practical learning solutions that improve adoption, readiness, and operational performance.

Parallel expertise in LMS selection, implementation, management and optimization. Gaining experience and skills in use of AI in course development and LMS systems while maintaining my own LMS with course samples.

CORE COMPETENCIES

- Enterprise IT training strategy & practice development
- Training methodologies, standards & best practices
- Leadership, coaching & capability development
- Instructional design & adult learning theory
- Technical training for enterprise systems & software platforms
- Training needs analysis & solution design
- Program design, development & delivery
- LMS implementation, administration & governance
- Quality assurance & training effectiveness evaluation
- Stakeholder, vendor & cross-functional partnership
- Continuous improvement & learning innovation
- eLearning development (Articulate 360, Captivate, Premiere, Audition, Photoshop)
- Facilitation, train-the-trainer & virtual delivery

PROFESSIONAL EXPERIENCE

Futurex – Bulvaride, Texas

Training Specialist | Sept 2024 -Feb 2025

- Implemented TalentLMS and established the organization's initial training infrastructure, curriculum framework, and onboarding program using Articulate 360.
- Designed and developed learning solutions for technical workflows and enterprise systems, improving consistency and scalability of training delivery.
- Partnered with Documentation and Operations to align training content with business needs and strengthen overall training quality and governance.

Entrust – Ottawa, Ontario

Senior Trainer / Instructional Designer | May 2018 – Sept 2021, Aug 2022 – Aug 2025

- Designed and delivered enterprise training programs for global security platforms and systems, including PKI, Identity, and ePassport solutions.
- Conducted training needs analysis and built role-based learning solutions, AWS-hosted labs, and blended programs to support implementation, operational readiness, and customer success.
- Created scalable learning assets and managed digital learning experiences in Docebo for customers, partners, and internal teams.
- Developed full curricula for complex enterprise and government technology rollouts, translating highly technical concepts into practical, business-focused training.
- Facilitated onsite and virtual training globally, partnering with stakeholders and SMEs to ensure quality, consistency, and effectiveness of delivery.

Auvik Networks – Waterloo, Ontario

Customer Education & Training Program Manager | Sept 2021 – Aug 2022

- Led the design of a scalable training program that combined live instruction with asynchronous learning for a SaaS network management platform.
- Built structured learning paths, video-based training, and program standards to support adoption, consistency, and learner readiness.
- Managed the Litmos LMS and used learning data to refine content, improve learner experience, and strengthen training outcomes.

ServiceRocket – Palo Alto, CA

Trainer / Instructional Designer | Nov 2017 – Apr 2018

- Designed and delivered eLearning and virtual training for Nginx, Atlassian, and Oversight product lines.
- Developed scalable online courses to support customer onboarding, partner enablement, and product adoption.

Clarity Consultants – Remote

Instructional Designer | Oct 2017 – Dec 2017

- Designed a 2-week instructor-led training and 2-week nesting program for a major Financial Services support team.
- Built presentations, labs, assessments, and train-the-trainer materials.

HEAT Software (Ivanti) – San Jose, CA

Senior Course Developer / Trainer | Dec 2015 – Jul 2017

- Created instructor-led and self-paced eLearning for ITSM product suites using Adobe Captivate, Premiere, and Audition.
- Built partner education and onboarding programs delivered in Moodle and Vlearning LMS environments.
- Delivered analyst and customer training via Adobe Connect and WebEx to support implementation and product adoption across global accounts.

Absolute Software – Vancouver, BC

Technical Trainer / Course Developer / Training Manager | Oct 2013 – Oct 2015

- Developed instructor-led and eLearning curricula for enterprise software, customer certification, sales onboarding, and product readiness initiatives.
- Produced SCORM-compliant modules and administered training delivery through Adobe Connect and Saba LMS to support scalable enterprise learning.
- As Training Manager, managed direct reports, onboarded new team members, assigned and reviewed deliverables, and helped standardize training quality and readiness across high-volume cohorts and internal stakeholders.

PHSA BC Ambulance Service – Vancouver, BC

Technical Writer / Course Developer | Apr 2013 – Feb 2014

- Developed eLearning modules and clinical instructional videos for province-wide EPCR rollout.
- Created a 200+ page reference guide for paramedic use.

Lira District Local Government – Uganda

ICT Specialist / Curriculum Developer / Trainer | Jan 2011 – Nov 2012

- Designed ICT curriculum and delivered training at multiple Teachers Colleges.
- Provided training, ICT strategy, and development support for district-wide initiatives.
- Created IT resource centers and supported digital literacy programs.

eHealth Ontario – Toronto, Ontario

Trainer / Training Developer | Sep 2004 – Oct 2009

- Designed and deployed enterprise IT training for Privacy, Security, ITIL, and new system

rollouts across provincial healthcare environments.

- Developed service operations training for multiple enterprise platforms and supported ITIL process redesign through targeted learning solutions.
- Partnered with stakeholders to analyze training needs, build course materials, and deliver practical training that improved adoption of new workflows and systems.

Entrust (and earlier roles), Chrysalis-ITS, Milky Way Networks, JetForm Technologies, DND Canada

Various training, instructional design, technical education, and learning development roles (1990 – 2004)

- Delivered technical product training globally (PKI, IAM, CA operations, firewalls, IT security).
- Developed instructor-led, hands-on, and online training programs used by enterprise clients worldwide.
- Designed early eLearning, product curriculum, and global certification programs.
- Provided technical education for government, commercial, and international clients.

EDUCATION & CERTIFICATIONS

Computer Systems Technician (Honors), Algonquin College

ITIL Foundations (2009)

CISSP (2004–2007)

Additional coursework: eLearning Design, Curriculum Design, Adult Learning Principles, Documentation, Security Architectures, OS Management

TOOLS & TECHNOLOGIES

- Articulate 360
- Adobe Captivate, Premiere Pro, Audition, Photoshop
- LMS platforms: TalentLMS, Litmos, Docebo, Saba, Adobe Connect, Moodle, Vlearning, Adobe Learning Manager and others
- SCORM, video production, virtual delivery tools
- Microsoft 365, Google Workspace
- Enterprise systems training, technical labs, software enablement