Harry Tong

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Portfolio: https://www.harrylxd.com/ ❖ **LinkedIn: https://www.linkedin.com/in/harry-tong/**

LEARNING DESIGNER

Learning designer with 7 years of experience analyzing learning needs, designing scalable training solutions, and improving performance across global audiences. Skilled at partnering with cross-functional stakeholders to translate complex concepts into user-centered learning experiences. Expert in rapid development, scenario-based design, and continuous improvement.

WORK EXPERIENCE

Brivo   **Remote, USA**
Training Content Developer   *January 2024 – Present*

- Designed the company's technical certification program as a scenario-based learning journey, increasing proficient users by 450% and contributing to $90 million in revenue
- Designed self-paced e-learning modules and strengthened them through quarterly feedback-driven iterations, preparing 98% of learners to proficiently install the company's primary security system
- Leveraged Generative AI to rapidly create assessments and real-world scenarios, reducing development time by 87%
- Increased unique monthly learners by 45% by launching a series of microlearning resources, improving content discoverability and on-the-job training adoption
- Created concise, visual installation videos (5,000+ views) that improved accuracy and cut support calls by 27%
- Developed a standardized onboarding program for new partners, reducing time-to-proficiency by 59%

High Expectations   **Boston, MA**
Instructional Designer & Educator   *June 2023 – June 2024*

- Developed self-paced online courses using Vyond, Articulate Storyline, and Camtasia, raising content development efficiency by 60% and achieving greater implementation of multimedia during instruction
- Created and delivered synchronous, blended, and virtual training curricula, reaching 93% learner mastery

Boston Public Schools   **Boston, MA**
Resident Instructor   *July 2022 – June 2023*

- Delivered multiple interactive multimedia learning projects concurrently, boosting learner productivity by 87%
- Managed and analyzed learner data daily to improve program effectiveness, raising learner achievement by 25%

Envision Co. Ltd   **Tokyo. Japan**
Corporate Recruitment & Training Specialist   *November 2020 – August 2021*

- Built and delivered new learning and development initiatives on soft skills, raising employee achievement by 53%

LEADERSHIP

Association for Talent Development (ATD) Greater Boston   **Boston, MA**
Director of Memberships   *January 2025 – Present*

- Organized and led in-person and virtual events to foster community among Boston's L&D professionals

The Learning Guild
Conference Speaker & Thirty Under 30 Cohort Member   *June 2025 – Present*

- Presented sessions at two Learning Guild conferences on story-driven learning design and emerging trends in L&D

EDUCATION

University of Massachusetts Boston   **Boston, MA**
- *MEd, Education; GPA: 3.91/4.00*   *June 2023*

Northwestern University   **Evanston, IL**
- *BA, Economics; Dean's List; GPA: 3.65/4.00*   *June 2018*

SKILLS

- **eLearning Authoring:** Articulate Storyline 360 and Rise, Vyond, Camtasia, PowerPoint, Figma, Canva
- **Learning Management Systems (LMS):** Canvas, Google Classroom, Eduflow, LearnUpon
- **Productivity/Collaboration Tools:** Asana, Excel, Word, Microsoft Suite, Google Workspace, Generative AI
- **Languages:** Mandarin Chinese (fluent), Japanese (business; JLPT N1)