

GOSIA PYTEL

Instructional Designer, Design Thinking Mentor

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Website www.gosiapytel83.net
Location L'Derry, Northern Ireland, UK
Relocation YES



SKILLS

Psychology of learning
Visual storyboarding
Creative problem solving
Project management
Interactive design

TOOLS

Adapt Framework
Adobe Captivate
Basic Adobe Illustrator
Basic Adobe Premiere
iMovie
Camtasia / Screencasting
Ms PowerPoint with iSpring

EXPERIENCE

1. Instructional Designer

The Call Center School
(InVision Group)
L'Derry, Northern Ireland
April 2017 -present

Analyze current portfolio and design changes/courses with new e-learning and call center trends in mind.

Design engaging and innovative content according to learning theories.

Planning entire course lifecycle according to the ADDIE model.

2. Design Thinking Mentor

The Creativity and Innovation Foundation and freelance
August 2014 - present

Teach entry level and advanced courses on how to apply design thinking or creative problem solving methods.

Consult with businesses and educational organization in order to optimize their processes and/or products using design thinking.

3. Instructional Designer and Portfolio Manager

Dassault Systemes
Poland
July 2015 - April 2017

Designed and managed course portfolio for employees and partners across the board (including non-existing certification program and rebranding).

Designed online, instructor-led, and lab-based courses.

Oversaw a group of Subject Matters Experts, technical writers, solution architects and testers to ensure seamless work cooperation and knowledge exchange.

4. Technical Content Developer

Motorola Solutions Systems
Poland
August 2013 to July 2015

Analyzed current portfolio and future needs in order to create specific course content and technical documentation for sales and technical representatives, solution architects, system users, and more.

5. Project Management Officer

Cappgemini
Poland
Jan 2013 to August 2013

Oversaw the availability and general progress work for multiple project managers.

Developed project plans (backlog, pipeline, forecasting), including: human resource management, risk management, status monitoring, quality assurance and financing (planned and cuts).

6. Knowledge Management Expert

Cappgemini
Poland
October 2011 to Jan 2013

Created, planned and organized knowledge strategy process, including pre-transition and transition stages, forecasting, optimizing and maintenance using LEAN management rules.

7. Knowledge Manager

Cappgemini
Poland
May 2009 to October 2011

Investigate new and existing knowledge problems to create and support investigation process and knowledge database expansion.

Acted as SPOC between the Service Desk, the customer, and different resolving teams.

EDUCATION

Design Thinking for Innovative Problem Solving

University of Virginia,
Darden School of Business
December 2014

Advanced E-Learning Instructional Design Certificate

Association for Talent Development
June 2014

MA in Teaching English as a Foreign Language (TEFL)

Pedagogical University in Cracow
Poland
2009 - 2012

BA in English Philology

Pedagogical University in Cracow
Poland
2004 - 2007

CERTIFICATES

Prince2 Foundation Certificate
awarded by OGC UK

ITIL v3 Foundation Certificate
awarded by OGC UK

Lean Management Coaching
awarded by Lloyd & Parry