




David Morake

Digital Learning Specialist

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My Highlights

- » eLearning Project Management
- » LMS Development & UX design:
Moodle, Totara, IOMAD
- » Adult Learning Theories
- » eLearning Methodologies
- » Digital Learning Strategy
- » Articulate, Captivate
- » Full stack development
- » Adobe Creative Suite, Vyond
- » MySQL, MsSQL, MariaDB
- » Power BI, Zoola Analytics
- » Microsoft Office, Sharepoint
- » In-person & Online Training
- » Zendesk, Zoho Service Desk
- » Drafting documentation
- » Gamification

Objective Overview

I am a Digital Learning Specialist based in Glasgow. My expertise lies in developing and delivering simple, innovative solutions that enhance the delivery of online learning. I have worked with various companies and organisations globally, playing a role in creating clean, creative, and engaging, digital learning experiences.

I am results orientated and highly adaptable, continuously motivated to create an impact and add value through effective collaboration, diverse experience, skill, and innovation.

Within my experience, I have had the opportunity to develop expertise across numerous specialties of digital learning, such as LMS development, testing, and troubleshooting, learning design & methodologies, project and stakeholder management, end-user support and training, database management, report building, digital learning strategy, and consulting.

I strive to retain an excellent grasp of current technologies, including exemplary performance and delivery. Having worked in a diverse environment with people from all around the world and within different industries, I am adaptable, innovative, and commonly persuasive. I'm a loud thinker, and continuously share my thoughts and ideas on how we can make it simpler, better, faster.

I am highly approachable and consistently motivated and support my team and colleagues. I have valuable experience in managing a digital learning team and developing people through their career journey.

Core Competencies

- Highly motivated, self-disciplined, hard working
- Deep, innovative & strategic thinker
- Great communicator & collaborator
- Inspiring leadership skills
- Eager learner & explorer
- Great time management
- Game changer

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Current Experience

HR Business Partner - Digital Learning & Education
Circle Health Group • London, England

June 2021 - Current

Role Purpose

- Own the organisational use of the Learning Management System (LMS) and ensure it continues to develop in line with the organisation's talent management requirements
- Facilitate performance improvement, employee engagement and organisational development via the shaping and support of learning processes, system and technology as well as support for other departments' processes, systems and technology.
- Support the Head of People Development, by providing them with research and advice on learning trend predictions, along with a summary of business area needs, to allow them to make informed strategic decisions.
- Coordinate the provision of informal and formal non-clinical development opportunities for staff in assigned subject areas (systems, processes and technology).
- Oversight for and delivery of associated non-clinical development programmes and support the drive for excellence in digital delivery in the function.
- Partner with Corporate leaders and subject matter experts building relationships to develop a learning culture in the organisation
- Ensure the reporting and dashboards from the data in the LMS and MIS is accurate, timely and that the mechanism for reporting meets the needs of our stakeholders to enable effective national BMI wide decision making.

Core Responsibilities and Key Accountabilities

- Manage and work on Learning and Development projects across their entire lifecycle (from trigger to deployment and ongoing evaluation).
- Ensure personal development opportunities are available across required areas, as identified via business planning and personal development conversations, to develop capability and competency.
- Ensure career development opportunities and pathways are clear to colleagues, working to improve engagement and retention through personal development opportunities and career pathways.
- Liaise with external bodies including vendors, preferred supplier list (to drive economies of scale), accreditation organisations (e.g. City and Guilds), government bodies, etc.
- Maintain and update standards and processes in relation to policy, LMS, etc.
- Manage and develop evaluation of People Development initiatives, including analytics and evaluation against business metrics.
- Develop and manage assigned part of the non-clinical Learning and Development budget.
- Work with entire People Development team to ensure alignment and suitability of all programmes and solutions.

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- Facilitate ‘virtual classroom’ and face-to-face sessions.
- Support sites to improve their mandatory training, appraisal completion and other LMS related compliance.
- Community management of the site based “Learning Coordinator” group, including supporting Learning Coordinator induction and training, and marketing to sites via this community.
- Liaise with subject matter experts (SMEs - such as the Health and Safety training coordinator) to ensure the LMS remains current, including with regards to mandatory requirements, competency models, courses and resources.
- Maintain and develop the LMS information architecture and other functionality to ensure the system continues to meet organisational requirements.
- Oversee the work of non-clinical third-party suppliers to ensure high quality, cost effective solutions are delivered to the business.
- Identifying and tendering for new training suppliers to meets the corporate standards.
- Third party vendor management, driving efficiency of costs by providing suppliers with clear direction on price and contracts for product development.
- Have a taxonomy and process for contract management, data management in line with GDPR, GEAP and other IG policies.
- Support the training and competencies framework as Main Provider are in line with ESFA, University and awarding body rules and requirements.
- Continuous improvement of existing courses and resources in assigned subject areas.
- Work with marketing, recruitment and other colleagues on national initiatives such as employee engagement, wellbeing and recruitment to ensure the L&D aspects are embedded and represented.
- Maintain the learning related competencies for roles such as learning coordinators and clinical trainers.
- Market the impact of the People Development team internally and externally.
- Act as the learning technology expert in the business to develop appropriate usage to enhance the blend of opportunities for knowledge, skill and behavioural change.
- Ensure compliance with all relevant mandatory training within timescales.
- Undertaking specific role related training.
- To be aware of your responsibilities in relation to safeguarding children and vulnerable adults. To ensure you are aware of your responsibilities, supporting policies and undertake the appropriate level of training for your role.

Learning & Development Facilitator

November 2019 - May 2021

Circle Health Group | BMI Healthcare • London, England

Role Purpose

To transform the face of learning in the organisation through improving the LMS and user experience, and enhancing HR data visibility across BMI through automated reporting dashboards. Additionally, I facilitate and coordinate the delivery of professional and effective training and development interventions, policies and processes, that equip employees of all grades with the skills and knowledge to enable them to better perform their roles and develop to their full potential, by:

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- Providing and facilitating effective programmes of learning for staff, with specific responsibility for non-clinical areas, specifically corporate systems and soft skills for non-managerial staff.
- Delivering training courses via the most appropriate method, with a focus on digital delivery.
- Assisting the Learning and Development Business Partners in the designing, developing, implementing, and reviewing L&D solutions/ products which support the identification and development of the skills, knowledge and behaviours required to achieve short, medium and long-term business strategy.
- Ensure all L&D solutions are using the latest L&D tools and techniques.
- Ensuring that full evaluation takes place to facilitate appropriate learning and value for money.
- To design, deliver and evaluate training sessions within the group learning framework.
- Create and design Learning & Development Training programmes in-line with business objectives that support the management team.
- Ensure individuals have continuous improvement and development for success planning where applicable.
- Communicating data and metrics that informs and supports both managers and team's progress and succession planning.
- Ensure that the L&D function offers a quality, cost effective service.
- Research potential new learning activities.
- Introduce and implement new training processes and systems to record and review training needs and delivery.
- Assist the Learning and Development Business Partners to review the training which is currently offered within the Company and ensure that it is fit for purpose, including induction and e-learning packages.
- Build strong relationships with key stakeholders at all levels of the business.
- Screen learners to ensure they embark on the most beneficial course available which meets the needs of the individual and those of the company.

Core Responsibilities include:

- To manage technical requirements, scope and development timeline of new or updated functionality requirements and user interface improvements for the LMS.
- To be responsible for, and manage team and corporate knowledge for, either digital learning design, regional support or assigned corporate departments.
- To deliver/facilitate training courses via the most appropriate method with a focus on digital delivery.
- Responsible for updating and maintaining a version control of all L&D materials to ensure that they reflect changes in legislation, ways of working or Business requirements.
- To contribute to the maintenance of the LMS with training records and any changes to L&D products.
- To support the Learning and Development Business Partners to undertake the necessary Training Needs Analysis to assess the non-clinical L&D requirements of all employees within the business.
- To seek innovative ways to develop, maintain and improve the knowledge, abilities, skills and professional standing of everyone within the Company both for the benefit of the individuals and the business.
- To build intuitive reporting dashboards that disseminate key data from the LMS for key stakeholders across the business using Power BI.

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- To design cost effective, relevant and appropriate L&D solutions that will “plug” identified knowledge, abilities, skills gaps.
- To work alongside colleagues and technical experts to gather information from a variety of sources to ensure that relevant changes to legislation & business process are identified and filtered through all relevant L&D Role Purpose materials.
- To support the learning and development lead with the deployment of major strategic L&D initiatives.
- Where appropriate research and establish effective partnerships with third party suppliers to ensure high quality, cost effective L&D solutions are developed and delivered to meet business needs.
- To act as coach and facilitator to line managers to support the embedding of new ways of working following a L&D intervention.
- To ensure that all training is delivered to the highest professional standard and within budget.

LMS Developer
Wilmington PLC • London, England

October 2019

Role purpose

I was contracted for a month to develop various reporting dashboards for the company's Totara-based LMS, which services over 20,000 users.

Integrated with Zoola Analytics, I built dashboards according to the scope and requirements from various subsidiaries, stakeholders, and departments of the organisation.

LMS Support Manager
Bolt Learning • Paisley, Scotland

June 2019 - September 2019

Role purpose

I was at Bolt Learning on a 4 month FTC, to evaluate, develop, and implement a support function and structure across the business, ahead of their business valuation and venture capital injection.

Key responsibilities and roles include:

- Developing, maintaining and implementing the support strategy of the company.
- Managing the setup of the Learning Management System (LMS) according to the requirements which are tailored to the individual client (i.e. Reporting, Compliance Structure, Facial Recognition, single sign-on & Branding).
- Developing a monthly report structure and drafting reports for the board of directors.
- Managing the client setup within the LMS (company structure and user data).
- Managing the upload, testing and distribution on content on the LMS.
- Client training on how to make best use of their bespoke systems, as well as system demonstrations to prospective clients.
- Monitoring of Support Desk and telephone queries, logging and tracking of tickets, communicating with the clientele within the terms of the client SLA.
- Verifying client entitlement to support services.
- Using knowledge and troubleshooting skills to offer real-time solutions to clients.
- Interpreting client requirements & writing developer instructions.

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- Escalating issues to top management or senior development resources.
- Drafting and scheduling performance and support reports for key clients.
- Contacting clients pro-actively to advise on additional functionality according to business requirements.

eLearning Developer

March 2015 - January 2019

Azurite Management Solutions • Johannesburg, South Africa

Role purpose

I managed project requirements and stakeholder engagement for various clients. I was required to scope, develop, design, and manage eLearning systems and solutions based on client requirements.

Key responsibilities and roles include:

- Develop, maintain and administer customized Moodle, IOMAD and Totara Learning Management Systems for clients.
- Research and recommend best practices and standard operating procedures for rich media application development and integration for eLearning.
- Participate in the design, development, and maintenance of learning materials, courses and applications including storyboards and project plans.
- Work closely with HR and L&D departments to ensure delivery in line with learning strategies and department objectives.
- Facilitated meetings to manage clients and team members for development plans and strategies for project completion.
- Provide one-to-one, group and webinar training sessions for clients on a consultancy basis for content created including application training.
- Create project plans, including the implementation and management of the development team throughout the development process utilizing scrum methodology.
- Search for and adapt existing content, or create new interactive content when none is available using materials provided by subject matter expert.
- Provide consulting support to faculty and staff on the best tools to leverage when creating eLearning content.



Thank you for taking the time to go through my CV

I look forward to meeting you and discussing the opportunity to continue our journeys together