

# PHIL HAVLIK

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## SUMMARY:

Technical, organized, and experienced professional providing customer success and technical enablement, training, project management, and technical writing. Extensive experience with enabling clients to use software platforms. Personal passions for collaboration, teamwork, and building success among diverse teams.

## PROFESSIONAL EXPERIENCE

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**Celigo**, San Mateo, CA (Remote)

June 2021 – Jan 2023

### Senior Instructional Designer / Training Specialist

- Rapidly scaled eLearning development in Celigo University using Storyline and Camtasia.
- Authored over 20 new policy and procedure documents to strengthen team consistency.
- Hired and mentored a Learning and Enablement team of nine designers, specialists, and coordinators.
- Grew enablement programs through instructor-led workshops, presentations, and hands-on, interactive activities targeting success for both internal and external audiences.

**RLDatix**, Carmel, IN

Sep 2019 – June 2021

### Technical Implementation Analyst

- Established Active Directory and SSO connections through collaboration with client's technical staff.
- Developed trusted client partnerships through weekly training and consultation calls.
- Onboarded and enabled Site Administrators and end users through ongoing instructor-led product training sessions.

**Springbuk**, Indianapolis, IN

Feb 2019 – Aug 2019

### Training and Development Manager

- Advanced Springbuk University by redesigning and developing new courses for employee training and growth.
- Produced technical, professional, and leadership development instruction through video and technical documents.
- Formulated instructor-led technical training and professional coaching in both classroom and webinar environments.

**PolicyStat**, Carmel, IN

Feb 2015 – Feb 2019

### Learning Center and Support Manager

- Grew product training and technical documentation hub through the PolicyStat Learning Center.
- Created and maintained over 80 eLearning modules targeting training for every action with the product.
- Led customer support team to over 95% positive ratings after resolving technical needs.
- Accelerated monthly client communications through newsletters, webinars, blogs, and in product walk-throughs.

**URS Corporation**, Denver, CO

June 2008 – Feb 2015

### Instructional Designer/Web Course Developer

- Accelerated learning through training facilitation targeting global audiences on over ten technical and soft skills topics.
- Chaired committees focused on streamlining team development procedures to ensure consistency in work output.
- Championed localization efforts to meet international audience needs.

## EDUCATION

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**University of Colorado - Denver**, Denver, CO

Master of Science in Education; Information and Learning Technologies

**University of Wisconsin - Whitewater**, Whitewater, WI

Bachelor of Education; Special Education Emphasis

## **SKILLS**

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- Needs Analysis
- Curriculum Design
- Project Management
- Presentation Design
- Customer Success
- Leadership/Coaching
- Adult Learning Theory
- Technical Writing
- New Hire Onboarding
- Leadership Training
- Learning Management Systems
- Technical Product Enablement
- Adobe Photoshop
- Articulate Storyline
- Adobe Captivate
- TechSmith Camtasia
- Office 365
- Google Suite

## **VOLUNTEERING**

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- Kiwanis Club of Westfield – Board member
- Westfield Education Foundation – Board member
- Westfield Youth Soccer Association – Soccer coach
- Westfield Youth Sports – Basketball Coach
- TechPoint Foundation for Youth – Volunteer
- New Joy Lutheran Church – Livestream Committee