

Kilian Goldin

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Professional Summary

Learning and Development and Sales Enablement leader with 15+ years of experience building scalable training organizations, partnering with executive stakeholders, and translating business priorities into measurable learning solutions. Expertise includes learning strategy, needs analysis, instructional design, leadership development, onboarding, program evaluation, LMS administration, change enablement, and sales enablement. Applies generative AI, AI video, learning analytics, and automation-supported workflows to accelerate content creation, improve coaching and feedback, personalize learning, and strengthen workforce performance.

Core Competencies

Learning Strategy: Executive Stakeholder Partnership | Needs Analysis | ADDIE | Curriculum Design | Leadership Development | New Hire Onboarding | Sales Enablement

AI Enablement: Generative AI (GenAI) | Synthesia | AI-Assisted Content Development | AI Video Production | Prompt-Based Workflows | AI-Supported Coaching and Feedback

Learning Operations: LMS Administration | SCORM Deployment | Learning Analytics | Program Evaluation | Project Management | Change Management | Virtual and Instructor-Led Facilitation

AI Enablement and Learning Technology

- Embed generative AI into learning workflows for needs analysis, outlining, drafting, iteration, coaching, feedback, and rapid content updates.
- Use Synthesia to produce scalable AI-generated training videos, standardize delivery, and refresh learning assets as business priorities change.
- Apply AI-supported workflows to create job aids, assessments, multimedia assets, personalized learning paths, and performance-focused development experiences.
- Combine learner feedback, business insights, Tableau analytics, and AI-assisted analysis to identify skill gaps, evaluate outcomes, and improve programs.

Selected Impact

- Scaled a nationwide training organization from 16 to 45 employees and increased onboarding capacity from 40-60 to 180-225 new hires per month.
- Designed and implemented a 26-week blended work-from-home training program that achieved a 70% pass rate versus a 56% national average and delivered approximately 125 ready performers monthly.
- Developed a sales enablement program that generated \$6 million in profit and helped make a service department profitable for the first time in seven years.
- Led CRM, Workday, and LMS implementations and associated enablement programs that improved visibility, accountability, and adoption across 6,000 employees.

Professional Experience

loanDepot

Director of Learning and Development

Irvine, CA | 2020 - Present

- Serve as a consultative learning partner to EVPs, SVPs, and VPs across Sales, HR, IT, and Operations, leading weekly alignment meetings to clarify needs, define success measures, and shape high-impact development solutions.
- Lead AI enablement within Learning and Development by embedding GenAI and Synthesia into content development, AI video production, coaching, feedback, and rapid-update workflows.
- Conduct enterprise needs analyses to identify performance and talent gaps, then translate business objectives into learner-centered programs using adult learning principles and the ADDIE model.
- Partner with instructional designers and subject matter experts to design and facilitate virtual workshops, leadership development, new hire orientation, job aids, assessments, and multimedia learning assets.
- Manage end-to-end project lifecycles for learning initiatives, including scope, timelines, prioritization, risk mitigation, stakeholder communication, implementation, and evaluation using Asana.
- Use Tableau data, learner feedback, and business metrics to evaluate program effectiveness, identify emerging needs, and adjust solutions to improve skill acquisition and performance.
- Scaled the training organization from 16 to 45 employees and increased monthly onboarding throughput to 180-225 new hires through agile curriculum design and optimized delivery models.

Mr. Cooper

Assistant Vice President of Learning and Development

Dallas, TX and Santa Ana, CA | 2017 - 2020

- Built the learning function from the ground up and grew the team from 1 to 12 while conducting stakeholder discovery sessions and focus groups to assess needs and design scalable talent development solutions.
- Designed and developed interactive learning content with Articulate, Adobe Captivate, Camtasia, Snagit, video, infographics, and assessments, modernizing legacy materials for digital delivery.
- Facilitated four six-week new hire classes monthly and launched the companywide My Way initiative to strengthen employee-customer connections and support talent retention.
- Aligned learning programs with organizational goals through needs analysis, learner feedback, business insights, and data-driven evaluation.
- Managed deployment plans and partnered with LMS administrators to upload SCORM packages, configure sessions, coordinate communications, and support adoption.

Samsung

Senior Sales Enablement Manager

Plano, TX | 2012 - 2016

- Led a team of 25 delivering retail talent development programs across mobile, consumer electronics, and appliances through online, mobile, virtual, and instructor-led learning.
- Owned learning technologies including the LMS, mobile learning tools, digital engagement platforms, and authoring solutions used to scale enablement for internal teams and external partners.
- Conducted needs assessments with carriers and retail partners and designed leadership development and sales enablement programs that generated \$6 million in profit.
- Facilitated more than 1,000 workshops on sales, marketing, customer service, and HR topics and delivered monthly sessions to 1,500 field managers and 500 technical agents.
- Managed strategic relationships and full project lifecycles while identifying risks, prioritizing competing needs, and adapting solutions in a fast-paced environment.
- Created inclusive and interactive learning experiences using polling platforms, digital whiteboards, multimedia, and modern authoring tools.

Samsung

Sales Enablement Manager

Plano, TX | 2008 - 2012

- Enabled a national field organization of up to 1,200 managers on products, services, and best practices and reduced product return rates from 50% to 33% in Midwest markets using SPIN and MEDDIC methodologies.
- Managed and trained 30-50 remote team members and coordinated more than 200 experiential activations to strengthen skills, product knowledge, and engagement.
- Performed market analysis, competitive research, and needs assessments to develop targeted talent development and sales enablement plans.
- Facilitated coaching and development sessions and used digital tools for content creation, knowledge reinforcement, and program evaluation.

Education

Bachelor of Science in Marketing and Business Administration | The University of Texas at Dallas | Richardson, TX

Tools and Technologies

AI Enablement: Synthesia, generative AI workflows, AI-assisted content development, AI video production, prompt-based workflows, AI-supported coaching and feedback, AI-enabled needs analysis, personalized learning, learning analytics

Learning and Instructional Design: ADDIE, Articulate Storyline, Articulate 360, Adobe Captivate, Camtasia, Snagit, Vyond, Photoshop

LMS and Learning Technology: LMS administration, SCORM deployment, authoring tools, virtual facilitation platforms, polling tools, digital whiteboards

Project and Business Tools: Asana, Tableau, Workday, Salesforce, SugarCRM, Pipedrive, Google Workspace, Microsoft Office