

Jesse Becker

Global L&D Manager | Learning Systems | Knowledge Management | Training Operations

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Professional Summary

Global Learning and Development Manager with expertise in program management, learning management system (LMS) administration, knowledge management systems (KMS), learning operations, training enablement, and instructor-led facilitation. Experienced in designing and delivering new-hire, upskilling, and soft-skills programs across global teams while building the platforms, workflows, AI-assisted knowledge tools, and multimedia assets that make learning sustainable.

EXP Experience

Global L&D Manager

14West / The Contact Center (TCC)

October 2020 - Present

Baltimore, MD / Remote

Lead global training programs, trainer operations, learning systems, knowledge management, and workflow-improvement initiatives for multiple publishing clients.

- Deliver live and virtual onboarding, upskilling, and soft-skills programs for agents and managers across U.S., Ireland, and Philippines operations.
- Maintain learner satisfaction above 4.5/5 and first-time certification pass rates above 90%.
- Administer LearnUpon, KnowledgeOwl, and Talkdesk Copilot, including user management, course builds, certification paths, and reporting.
- Led the integration of KnowledgeOwl content into Talkdesk Copilot, building tagging, intent, and metadata structures to improve search results.
- Designed and deployed a modular CSS component library for KnowledgeOwl, improving the scannability and consistency of frontline operational guidance.
- Support 8+ client programs and have led onboarding for three clients, including a six-week Philippines BPO launch in October 2022.
- Oversee scheduling and development for three trainers, supported by onboarding plans, scorecards, and mentoring structures.
- Built SharePoint onboarding hubs, Power Automate workflows, and browser-based decision trees to improve coordination and self-service learning.
- Partnered with IT to move training and knowledge request intake from Airtable into Jira forms for knowledge-base updates, ILT requests, and e-learning work.
- Created and transitioned company-wide recertification programs, including SOP development, documentation management, and change enablement.

Front End Assistant Manager

Caraluzzi's Market

August 2018 - July 2020

Newtown, CT

Supervised a 40-person front-end team and managed new-hire onboarding, service training, scheduling, cash handling, and operational compliance.

Earlier Career

Customer Service, Training, and Community Experience

- Associate Trainer and Catering Coordinator, Panera Bread | 2015 - 2017
- Seasonal Guest Services Agent, Hampton Inn by Hilton | 2017
- Summer Fellow, Hillary for America | 2016

Core Skills

LEARNING & DEVELOPMENT

Training Enablement Learning Operations Facilitation Coaching Onboarding Upskilling

KNOWLEDGE MANAGEMENT SYSTEMS (KMS)

KnowledgeOwl Talkdesk Copilot Content Governance Information Design Intent Mapping Metadata

LEARNING MANAGEMENT SYSTEMS (LMS)

LearnUpon LMS Administration Course Builds Certification Paths Reporting

TECHNICAL

HTML CSS JavaScript SharePoint Power Automate Microsoft Forms

OPERATIONS & WORKFLOW DESIGN

Trainer Management Jira Workflows Request Intake Airtable Migration Process Improvement Change Management Recertification

CREATIVE

Premiere Pro After Effects Photoshop Audition Adobe Captivate

Education

Bachelor of Arts - Social Science

Towson University

Recognition

- A **Best Learning and Development Strategy**
HR Leadership & Management Awards shortlist | Ireland, 2021
- B **Best Training & People Development**
Waterford Chamber Business Awards shortlist | 2021
- C **International Remote Rollout**
Led record-performing new-hire groups