


Carl Dennis, M.Ed., OCT

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EXPERIENCE

Learning Relationship Manager | Canada Life

04/2021 – Present

As the Learning Relationship Manager at Canada Life, I am responsible for developing and implementing comprehensive learning strategies for 120+ internal and external wholesalers and sales managers, with a primary focus on ongoing training and upskilling initiatives. Leveraging a diverse range of learning technologies and collaborating across multiple departments, I create and deliver high-quality, engaging learning experiences that align with business objectives, enhance sales force capabilities, and reach a broad organizational audience in the wealth distribution channel.

- Revolutionized sales training as Learning Relationship Manager by proposing, implementing, and deploying Seismic Learning platform, reducing course development time from 6-8 months to 1-2 months, benefiting 120 sales team members and achieving 95% positive feedback rating.
- Spearheaded development of formal onboarding program for inside wholesale team as Learning Relationship Manager, designing and implementing a comprehensive 30-day experience including 12 eLearning modules, 6 quizzes, and 12+ peer/manager meetings; program achieved 4.5/5-star rating from 40 new hires.
- Conceptualized and executed innovative 'Showcase Showdown' event as Learning Relationship Manager at national sales conference, engaging 70 team members in peer learning and skill demonstration; resulted in 46 recorded pitches, achieved 90% engagement score, and facilitated leadership coaching opportunities within 3 months of inception.
- Managed comprehensive soft skills training program for National Development Meeting, selecting and coordinating with 3rd party provider for 3 workshop topics, developing pre-work and sustainment plans for 100 diverse sales team members; delivered capstone reflection presentation, achieving 4.8/5 relevance score and 4.4/5 overall program rating.

Manager, Learning Design | Mackenzie Investments

11/2017 – 04/2021

As Manager, Learning Design at Mackenzie Investments, I led learning and development initiatives for a 150-person sales team, managing the LMS, designing eLearning courses, and collaborating cross-functionally to address organizational learning needs. My role encompassed implementing digital adoption tools, spearheading technology transition training, managing compliance testing, and mentoring talent, consistently delivering high-impact learning solutions with strong completion and satisfaction rates.

- Recruited, hired, and mentored multiple interns/co-op students over a 2-year period, supervising their contributions to key L&D initiatives; guided projects including in-depth recommendations for team project management tools, curation of materials for Inside Wholesaler Development Program, and creation of reusable job aid templates, documentation templates, and media assets, significantly reducing material creation time and enhancing team productivity.
- Pioneered implementation of WalkMe digital adoption tool, integrating it with Salesforce CRM; reduced new hire time-to-competency by 30%, decreased CRM-related questions and errors by 75%, impacting 120 sales team members and catalyzing company-wide adoption of the solution.

- Enhanced learning management by evaluating, selecting, and deploying Salesforce-integrated Docebo LMS, reducing new-user setup time by 90% and managing 75+ courses for 120 users; improved reporting from quarterly to weekly, increased elective course completion by 30%, and accelerated mandatory compliance completion to 100% within two weeks.

eLearning Technology Administrator | Golden Voice English

06/2016 – 10/2017

Main point of contact for LMS system, including administrative, maintenance, and technical aspects, as well as deploying and maintaining servers and cloud resources for LMS and eLearning systems.

- Served as primary LMS administrator for a 200-employee company, managing end-to-end IT projects from requirements gathering to vendor relationship management.
- Design, developed, and deployed SCORM modules in Adobe Captivate and Articulate Storyline.
- Designed and implemented a new hire training portal, reducing onboarding completion time by 50% through streamlined processes and improved user experience.
- Spearheaded selection and deployment of a self-hosted LMS within one month, enabling customization of eLearning products and reducing internal costs by 95%.
- Conducted comprehensive analysis of video conferencing platforms, implementing a solution that enhanced tutor management, significantly reduced absenteeism, and decreased monthly operational costs by 25%.

Academic Operations Manager | Golden Voice English

06/2015 – 06/2016

- Developed technical documentation and business solutions based on thorough needs analyses, ensuring alignment with organizational objectives and user requirements.
- Screen, interview, and hire 1K+ contractors for various roles and ensure they complete the onboarding process quickly and in a positive way.
- Develop training materials, facilitate online and in-person training sessions, assess learning transfer. Track learner progress and generate reports on learning activities and completion.

VOLUNTEER EXPERIENCE

Board Member and Director | DCECC 385

2024 - Present

- Serve on a 3-member board overseeing operations and governance of a 150-unit condominium complex
- Manage an annual budget of \$200,000, ensuring fiscal responsibility and transparency
- Collaborate with property management to address resident concerns and maintain community standards
- Participate in board meetings and annual general meetings, practicing effective communication and decision-making skills

EDUCATION

Master of Education – Digital Technologies & Adult Education

2017

Bachelor of Education – Intermediate & Senior

2015

Ontario Tech University

Bachelor of Arts – English & History

2008

University of Toronto

CERTIFICATIONS

Sales Enablement Expert & Professional

2022 – Present

[SalesEnablement.Pro](#)

Certified Scrum Product Owner (CSPO)

2019 – Present

Scrum Alliance – Certificate ID 000934027

Ontario College of Teachers

2015 – Present

OCT #662599

SKILLS

Training Program Development

Instructional Design

(v)ILT Facilitation

Vendor management

Teamwork

Communication

Critical Thinking

Project Management

Learning Assessment

Creative Thinking

Leadership

Problem Solving

Strategic Thinking

Kirkpatrick evaluation

Change management

TOOLS

- **Learning Management Systems (LMS)** – D2L, Docebo, Moodle, Absorb, SumTotal
- **E-learning Authoring Tools** – Articulate Storyline, Rise, Adobe Captivate, PowerPoint, Vyond
- **Video Conferencing Platforms** – Zoom, Microsoft Teams, Webex, Twitch
- **Project Management Tools** – Trello, Monday.com, ClickUp
- **Data Analytics and Visualization Tools** – Power BI, Excel, PowerPoint
- **Survey and Feedback Tools** – Google Forms, LimeSurvey, Microsoft Forms
- **Content Management Systems (CMS)** – SharePoint, Seismic
- **Collaboration Tools** – Microsoft Teams, Miro, Google Docs
- **Video Editing Software** – Camtasia, Adobe Premiere
- **Graphic Design Tools** – Adobe Creative Suite, Canva, SnagIt
- **Screen Recording Software** – SnagIt, OBS Studio, Camtasia
- **Assessment and Quiz Tools** – Kahoot!, Mentimeter
- **Virtual Classroom Platforms** – Adobe Connect, Zoom
- **Performance Management Systems** – BambooHR, Bullhorn