



Talent Development leader with 5+ years of experience building leadership readiness, manager effectiveness, onboarding strategy, and scalable development systems in high-growth technology companies. I partner with senior leaders and cross-functional teams to identify development gaps, accelerate employee growth, and connect data-informed talent strategies to measurable business outcomes.

9→4

MONTHS TO PRODUCTIVITY

+20%

LEARNER PERFORMANCE

3,500+

EMPLOYEES IMPACTED, CUMULATIVE

LEADERSHIP CAPABILITIES

Talent Strategy

Leadership Development

Organizational Capability

Manager Enablement

Leadership Effectiveness

Executive Partnership

Career Pathways

Employee Onboarding

Organizational Effectiveness

Facilitation

STRATEGIC EXPERTISE & AI TRANSFORMATION

Leadership systems: pathways, manager playbooks, onboarding frameworks, capability building**Executive partnership:** needs diagnosis, stakeholder alignment, influence without authority**Data & measurement:** learning analytics, survey design, feedback systems, measurement strategy**Scaled delivery:** Articulate 360 (Rise, Storyline), LMS platforms, blended learning, cohort programs**AI learning design & workflow automation:** ChatGPT, Claude, Gemini, custom GPTs, rapid prototyping, AI-powered performance support**AI enablement & adoption strategy:** AI literacy, prompt engineering for learning, responsible-use workflows, adoption programs[Check how I leverage AI in my work → julianadossantos.ca](https://julianadossantos.ca)

EXPERIENCE

Senior Program Manager (L&D), Leadership Development

Jul 2024 – Present

StackAdapt

Impact: Building a scalable leadership development ecosystem that grows manager and executive readiness across the organization.

- Own enterprise leadership development strategy supporting Individual Contributors, Managers, Directors, and Vice Presidents across the organization.
- Partner with senior leaders and cross-functional teams to identify organizational development gaps and align priorities with business needs.
- Co-design learning experiences with the L&D team across career pathways, People Team programs, and leadership development.
- Designed and embedded AI-enabled workflows using ChatGPT, Claude, and Gemini to accelerate learning design, prototype leadership experiences, and improve team productivity.
- Delivered the Emerging Leaders Program to 100+ graduates, achieving a 4.75 VTS and 4.85 NPS.

Revenue Onboarding Program Manager (L&D)

Feb 2024 – Jul 2024

Shopify

Impact: Strengthened onboarding as a scalable development system during rapid organizational change.

- Led the strategic redesign and expansion of onboarding systems during rapid organizational growth.
- Built AI-powered agents and simulated "playgrounds" where new hires could practice real work scenarios before going live.
- Influenced cross-functional partners to align onboarding priorities, employee experience, and business requirements.
- Built metrics and feedback systems that enabled data-informed decisions and continuous improvement.

PROFESSIONAL EXPERIENCE

L&D Program Manager

Mar 2023 – Feb 2024

Shopify

Impact: Accelerated workforce readiness by connecting onboarding strategy to performance outcomes.

- Reduced onboarding ramp time from 9 months to 4 months through a redesigned development system.
- Improved employee performance metrics by 20% across programs impacting 500+ employees.
- Diagnosed skill gaps, refined career-relevant curricula, and implemented scalable digital solutions.
- Built consensus across departments and secured stakeholder alignment for organization-wide initiatives.

Quality Assurance Specialist, Education & Resources

Oct 2021 – Mar 2023

Shopify

Impact: Turned data into performance insights, assessing 1,000+ interactions and contributing to a 70% increase in rubric quality.

- Integrated 25+ feedback loops with leaders to strengthen performance, manager insight, and continuous improvement.
- Published monthly, quarterly, and annual performance reports that informed operational and development priorities.
- Built stakeholder frameworks and partnered with subject-matter experts on leadership and development resources.
- Influenced cross-functional improvements by connecting quality patterns to employee and customer outcomes.

Social Services Worker

2013 – 2021

Pinecrest Queensway Community Health Centre

- Supported diverse community members through program delivery, advocacy, and individualized planning, building deep skills in communication, empathy, and facilitation.

CERTIFICATIONS

Integrative Development Coach
Mind Rebel Academy**CPTD®**
Association for Talent Development**ATD® Master Instructional Designer**
Association for Talent Development**ATD® Instructional Design Certificate**
Association for Talent Development**CAPM®**
Project Management Institute**EQ-i 2.0® & EQ 360®**
Emotional Intelligence Practitioner**Data Analytics Certificate**
Juno College**UX Design Certificate**
Juno College

EDUCATION

- **Social Services Worker Diploma**
Algonquin College · 2013
- **Bachelor's Degree, Linguistics & Literature**
Unioeste, Brazil · 2006

LANGUAGES

English

Portuguese

References available upon request