

Ryan Benham

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OBJECTIVE

I am a results-oriented Training Specialist and Curriculum Developer with a strong attention to detail and over 4 years of experience in corporate training and project management. I have a proven track record of leveraging instructional design models and performance data analytics to bridge technology gaps. I have an active Secret Clearance and experience with managing LMS platforms while creating high-impact eLearning modules to drive organizational excellence.

EDUCATION AND CERTIFICATIONS

University of Louisiana at Monroe

Master of Education (Educational Technology Leadership) | 3.91 GPA

University of California, Riverside

Bachelor of Arts (English) | 3.72 GPA

SKILLS

Instructional Design Practices: ADDIE · Universal Design of Learning · ARCS Model · Gagne's 9 Events

eLearning Tools: Canva · Moodle · Adobe Captivate · Sony Vegas · Camtasia · Seismic Learning · TalentLMS

Microsoft Office Suite: Excel · PowerPoint · Word · SharePoint · OneNote · Stream

Project Management: Agile · Scrum · Kanban · Waterfall · DevOps · Jira · Trello

EXPERIENCE

Training Specialist

Rapid Response Monitoring Services

Nov 2022- Present

Corona, CA

- Coordinated and delivered in-person and virtual training sessions in alarm skillsets of varying difficulty across different offices.
- Worked with senior designers to analyze learner data and create new assessments for existing curriculum that boosted test scores by 15%.
- Served as long-term project manager on a training program for Sonitrol audio alarms that raised apprehension rates by 36% within the team.
- Assisted Corporate Training Designers with scheduling, grading, and designing courses within Seismic Learning LMS.

Technical Project Manager

AdVran Inc.

Sept 2024- Present

Corona, CA

- Coordinated cross-functional teams of cybersecurity and IT engineers to deliver over 35 complex digital transformation projects, maintaining a 100% client satisfaction rate.
- Designed Security Awareness Training (SAT) programs for 1,000+ end-users, utilizing phishing simulations and micro-learning modules.
- Served as Administrator for company LMS platform, TalentLMS, ensuring 100% staff compliance and assigning continuous training modules.

Control Center/Sonitrol Team Specialist

Rapid Response Monitoring Services

April 2021- Nov 2022

Corona, CA

- Processed police, fire, and medical emergency alarms to protect customer lives and property.
- Handled live audio and video alarms maintaining attention to detail and situational awareness to report potential crimes in progress.
- Maintained Secret level clearance to process Department of Defense accounts while maintaining confidentiality and protecting user data.

Peer Mentor

Mentor Collective at UC Riverside

Sept 2020 - Dec 2021

Riverside, CA

- Provided peer coaching and academic advising to up to 10 undergraduate students per quarter. Developed and presented workshops dedicated to professional and academic development.
- Tracked and maintained student attendance and records after each meeting via online CRM while tracking student engagement levels.

Health and Safety Training Coordinator

Talalay Tennis Academy

April 2020 - Sept 2020

Norco, CA

- Created technical documentation, SOPs, and safety protocols for staff to abide by during the COVID-19 pandemic.
- Coordinated CPR training and maintained organized documentation of staff certifications, safety checklists, and SOP updates.

PROJECTS

Sonitrol Training Program | Rapid Response Monitoring

April 2023 - Nov 2024

- Assisted Sonitrol Training Coordinator and Team Managers with creating the leading curriculum course on audio alarm processing.
- Used ADDIE framework to design blended learning solutions using LMS and in-person lectures to deliver curriculum.

New Hire Simulator Assessment | Rapid Response Monitoring

Oct 2024 - Sept 2025

- Executed a comprehensive data analytics around the orgs needs using New Hire exam metrics and QA audits to identify critical gaps.
- Developed revised simulator exam that covered relevant alarm situations and used AI to automate scenarios which reduced assessment time by over 30 minutes. Maintained version control and logged changes to ensure compliance and adapt to business needs as they changed.

Security Awareness Training | AdVran Inc.

Sept 2024 - Present

- Used SAM model to improve cybersecurity awareness within the team and among clients to meet strict deadlines. Created lectures and modules via Adobe Captivate and PowerPoint while also incorporating simulated phishing email assessments to facilitate continuous improvement initiatives.