

SCOTT E. WARNER

Learning & Knowledge Management Executive

• 248-941-4592 • Scott.Warner1997@gmail.com • Lathrup Village, MI • linkedin.com/in/scott-warner1997

Professional Summary

- A results-driven executive with 25+ years of experience specializing in building scalable learning ecosystems
- DAP (Digital Adoption Platform) expert, leading teams to innovate within multiple platforms
- Expertise in professional service rollout, adoption, compliance readiness, and customer enablement.
- Proven success in global leadership, achieving annual revenue growth while implementing operational transformation.

Experience

Director of Digital Learning (Director of Training)

LaborEdge, Inc.

Jan 2023 – Oct 2025

Detroit, MI

- Directed the end-to-end digital learning portfolio: 160+ courses, 600+ offerings, 22 certifications. A complete learning ecosystem.
- Content developed using innovative technologies including gamification and the latest production tools including AI, delivered in a micro aligned LXP format.
- Directed an international learning and enablement team of 20, including managers in Canada and India and staff in India, the Philippines, Italy and North America ensuring consistent global execution and alignment.
- Built real-time data driven production & learner-analytics dashboards; installed quarterly OKRs to tighten execution and visibility.
- Achieved SOC 2 readiness in 90 days via org restructure, onboarding, and control mapping.
- Consolidated 400+ knowledge-based articles to improve findability and reduced duplication.
- Converted traditional product release notes into a virtual release notes knowledge base using AI close-loop model.
- Selected and implemented two LMSs, establishing LTI, governance, taxonomy, and content lifecycles.
- Served as cross-team lead for Professional Services operations; supported two business-line M&A integrations.
- Proficient in content creation tools such as Articulate 360, Camtasia, and Adobe Captivate for scalable course production.

Director of Knowledge Management

Applied Memetics (AM) LLC

Dec 2021 – Dec 2022

Leesburg, VA

- Built a fully operational Knowledge Management division in 30 days, implementing structured intake, curation, publishing, and analytics processes that improved organizational efficiency.
- Achieved a 40% reduction in labor utilization and delivered \$25K in annual cost savings through organizational development and workflow redesign, automation, and capacity modeling.
- Reduced new-hire onboarding time from 6 to 2 hours, eliminating silos, optimizing the process, and standardizing learning resources for faster deployment.
- Directed a remote team of 15 individual contributors and 4 managers, delivering scalable B2B learning services that met federal, state, and local compliance requirements.
- Launched a real-time performance dashboard to track learning engagement and outcomes, enabling executives to make data-driven decisions and align programs with strategic goals.

- Directed learning strategy across 5 product business lines and 14 separate SaaS applications (one-third of all Frontline solutions), shifting from transactional delivery to a consultative, outcomes-based model.
- Designed and rolled out a cross-functional project development process for all professional services. Collaborated daily with SMEs, UX, LX, Support, and Client Services to accelerate content production and quality while strengthening stakeholder alignment.
- Applied adult learning and experiential design principles to create adaptive training pathways, enhancing user experience and supporting measurable client outcomes.

Director of Training - School Health Management Solution

Oct 1999 – Dec 2020
Malvern, PA

- Owner of vision and strategy for all professional training, content, and knowledge management solutions.
- Directed a team of 30+ (3 managers, 2 consultants, 25 contractors).
- Repeatedly exceeded budget goals by 10–30% via KPI-driven planning and AGILE processes.
- Sustained 94% retention and built AAR to \$500K+ through scalable service offerings.
- Developed and launched a nursing CEU program that exceeded revenue goals by more than 40%.
- Designed a new application user help system that reduced support tickets by 36% YOY.
- Managed XL/state-level clients, including DoDEA (NA/EU/Pacific/Central America).
- Reduced delivery labor by 75% through innovative content design, facilitation models, and digital adoption solutions.
- Delivered 23 courses / 200+ digital LXP lessons blended onsite/virtual ILT.

Education

M.Ed. in Learning Design & Technology

Wayne State University

Skills

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| • Learning Strategy & Operations | • Knowledge Management (KM) | • Change Management |
| • LMS/LXP Selection & Governance | • Instructional & Experience Design | • Professional Services Enablement |
| • SOC 2 & Policy Frameworks | • KPI/OKR Cadence & Dashboarding | • Cross-Functional Program Leadership |
| • Microlearning & Certification Programs | • Budgeting & Forecasting | • Stakeholder/Executive Communication & Leadership |

Selected Achievements & Awards

- Tech & Learning Magazine Award of Excellence — Best of 2021 (Student Health Management with COVID-19 functionality, eLearning).
- AAR +124% (2020) and +\$6.7M net revenue uplift for the professional development services division.
- Directed adoption of microlearning arrays across three organizations; delivered hundreds of multi-modal pathways.

Development Tools

LMS/LXP: Deep familiarity with platforms including Litmos, Digital Chalk, Docebo, Atlassan, Microsoft BI, Smartsheet, Visio for system implementation and governance. Content Development Tools: Proficient in content creation tools such as Articulate 360, Camtasia, and Adobe Captivate for scalable course production.