

FARHAN QUASEM

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Harvard-Educated L&D Leader | Scaling Training & Workforce Development with AI & Analytics

I am a Learning & Development leader with 12+ years of experience designing scalable, data-driven training solutions that drive business impact. I specialize in leveraging AI, automation, and analytics to optimize workforce development across industries.

- **Enterprise L&D Strategy & Execution** – Designing and implementing **data-driven learning programs** that align with business objectives and drive measurable outcomes.
- **Scalable Learning Ecosystems** – Building **AI-enhanced, multi-modal training solutions**, including LMS integrations, self-paced learning, and blended models that optimize engagement and retention.
- **Global Training & Workforce Development** – Leading large-scale **corporate training initiatives** for distributed teams, improving workforce readiness, operational efficiency, and customer success.
- **Technology-Driven Learning Innovation** – Leveraging **automation, analytics, and AI-powered solutions** to personalize training experiences, improve knowledge retention, and streamline learning operations.
- **Executive & Stakeholder Alignment** – Partnering with **senior leadership, product teams, and HR** to shape learning roadmaps, secure buy-in, and drive L&D initiatives that impact business performance.

Core Competencies:

- Agile Project Management
- E-Learning & Instructional Design
- Data-Driven Decision Making
- Strategic Training Program Development
- Change Management & Innovation
- Stakeholder Engagement & Collaboration
- Customer Success
- Product Roadmapping & Development
- Remote & Distributed Team Leadership
- Metrics & Program Evaluation

Work Experience

[HARVARD UNIVERSITY](#) | Cambridge, MA

November 2024 – Present

Harvard University Information Technology (HUIT) delivers enterprise IT solutions, cybersecurity, and technical support to 50,000+ faculty, staff, and students, ensuring seamless digital experiences across the university.

Learning & Development Program Manager

- Lead and own the L&D strategy for Harvard's IT Client Services division, supporting 200 frontline professionals tasked with university-wide technical support and service delivery to 50,000+ end-users.
- Develop and implement a scalable training framework, integrating AI-driven learning paths that personalize recommendations, workshops, and hands-on labs to improve learning outcomes.
- Design and manage a centralized training catalog, ensuring visibility into cross-functional learning opportunities, with the goal of improving training participation rates by at least 25%.
- Establish and track key performance metrics, including training completion rates and proficiency improvements, with the goal of reducing onboarding time by 30% and enhancing staff effectiveness.
- Collaborate with leadership, HR, and workplace development teams to align training content with organizational goals and industry best practices, ensuring continuous learning for 200 IT professionals.

[DREAM SEE DO](#) | Remote

February 2023 – October 2024

Dream See Do is an education startup pioneering a next-generation learning platform (LXP) that enables organizations to deliver personalized, interactive learning experiences.

Learning & Development Product Manager

- Designed and deployed dozens of custom blended learning solutions for 25+ corporate clients, driving a 35% increase in learner engagement through self-paced modules, workshops, and hands-on labs.
- Led product-driven learning innovations, using learner insights and stakeholder feedback to shape 50+ new platform features, improving engagement and retention.
- Built and maintained a curated product knowledge base of 300+ Zendesk Support articles, leveraging data-driven feedback mechanisms to ensure alignment with industry best practices.
- Optimized course design through biweekly feedback sessions, utilizing NPS and engagement metrics to refine learning materials, leading to a 40% improvement in satisfaction scores over industry benchmarks.

[DATAROBOT](#) | Boston, MA - USA

April 2021 - June 2023

DataRobot is an AI platform that automates the process of building, deploying, and managing machine learning models, enabling faster and more accurate decision-making.

Senior Learning & Development Operations Engineer

- Developed and launched 20+ training programs for a global technical support team, optimizing for diverse learning styles and cultural backgrounds, leading to a 25% improvement in onboarding efficiency.
- Designed and delivered self-paced learning modules and live workshops to enhance both soft skills (communication, teamwork) and technical skills (system administration, AI/ML troubleshooting), improving resolution times by 18%.
- Launched and optimized Udemy for Business, designing 15+ custom learning tracks that accelerated team onboarding by 20% and improved global upskilling efficiency.
- Built and deployed a conversational AI chatbot integrated into Zendesk, enabling self-service support and reducing inbound ticket volume by 33% in just 9 months, significantly boosting team efficiency and customer satisfaction.
- Developed executive dashboards to track key training impact metrics, including Customer Satisfaction (CSAT), Agent Satisfaction (ASAT), and Customer Effort Score (CES), providing real-time insights to senior leadership.

[VALAMIS](#) | Boston, MA - USA

August 2018 - October 2020

Valamis is a Finnish technology company that provides cloud-based learning solutions. Their platform helps organizations with compliance training, skills development, and employee engagement.

Digital Learning Project Manager

- Led the development and deployment of customized corporate learning solutions for North American clients, including Boeing and Bain & Company, serving 10,000+ learners and increasing learner engagement by 30%.
- Collaborated with cross-functional teams (software developers, designers, and consultants) to create hands-on labs, self-paced modules, and live workshops, aligning both technical and soft skills needs.
- Developed and optimized learner feedback systems, incorporating surveys and completion metrics to refine training content, driving a 15% increase in NPS across client teams.
- Managed the rollout of new learning tools and platform features, ensuring smooth adoption across client organizations and maintaining alignment with industry best practices, resulting in a 20% improvement in learner satisfaction scores.

CANDESCENT HEALTH | Boston, MA - USA

August 2016 - July 2018

Candescent Health was a cloud-based radiology optimization startup that aimed to improve the accuracy, speed, and value of diagnostic processes. It was acquired by [Envision Physician Services](#) in July 2017.

Product Training & Communication Manager

- Developed a comprehensive learning ecosystem for healthcare software, producing 40+ instructional videos, 100+ handouts, and 25 interactive digital tutorials, significantly improving onboarding and professional development for healthcare staff across diverse roles.
- Collaborated with HR and clinical subject matter experts to design 8 role-specific training programs for administrative staff, clinicians, and physicians, aligning content with both soft skills (communication, teamwork) and technical skills (software usage, troubleshooting).
- Implemented continuous feedback mechanisms, incorporating learner surveys and performance metrics to enhance training effectiveness, leading to a 15% increase in learner satisfaction.

TOAST | Boston, MA - USA

June 2015 - July 2016

Toast, Inc. is a publicly recognized restaurant technology leader. Its cloud-based platform streamlines restaurant operations through integrated POS systems, payment processing, and digital ordering solutions.

Training Manager

- Led the development and expansion of Toast University (now Toast Classroom), a comprehensive training platform that delivered blended learning solutions to thousands of restaurant professionals.
- Designed and launched 50+ video modules, 30 e-learning courses, and interactive tutorials, covering technical training (POS systems, inventory management) and soft skills (customer service, teamwork).
- Revamped training programs based on learner analytics, reducing the time it takes for new hires to become fully productive by 20%, improving restaurant operational efficiency.

Education

Harvard University | Cambridge, MA - USA

Masters in Education (Ed. M.) in Technology, Innovation, and Education | **May 2015**

Cornell University | Ithaca, NY - USA

Bachelor of Arts (B.A.) in Biological Sciences and History (Dual Major) | **May 2011**

Technologies & Tools

Category	Tools & Platforms
Collaboration & Project Management	Asana, ClickUp, Confluence, JIRA, Microsoft Teams, Monday.com, Notion, Slack, Smartsheet
Chatbot Development	Aisera, Yellow.ai
Data Visualization & Analytics	PowerBI, Tableau
CRM & Support	Hubspot, Pipedrive, Salesforce, Zendesk
Learning Management Systems (LMS)	Absorb, Canvas, Docebo, Kajabi,, Thinkific, Udemy, Workday