

CHRIS MARTELL

Manager, Learning & Development | Enterprise Training, Instructional Design, and Change Enablement
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SUMMARY

Learning and Development leader with 23 years of experience building high performing teams, driving organizational change, and delivering enterprise technology, HR, and product training for organizations including E Source, Eversource Energy, and SolarCity. Manages the full ADDIE lifecycle from needs analysis through facilitation and Kirkpatrick evaluation, and has led a 50 person training organization of trainers, training leads, and content developers. Distills complex technical subject matter into concise learning packages that have produced record high scores of 99 percent or better for knowledge transfer and learner satisfaction, delivered on schedule and under budget.

Since 2018, Chris has worked with three organizations: Camlock Systems, Eversource Energy, and E Source. Camlock Systems and E Source were permanent roles; Eversource Energy brought him in on two contract engagements to stand up and then rescue enterprise training programs. Camlock Systems and Eversource Energy each invited him back for a second engagement. Now seeking a permanent Learning and Development leadership role.

CORE STRENGTHS

- Planning and managing cross functional projects
- Identifying skills gaps and needs analysis
- Leading in person seminars and training
- Change management and user readiness
- Building training programs and L&D teams
- Data driven decision making and continuous improvement
- Curating training content and learning management systems
- Train the trainer design, coaching, and certification

PROGRAMS AND PLATFORMS MANAGED

- Enterprise Permitting and Licensing
- Metering Applications and AMI
- Microsoft Outlook, Teams, SharePoint
- Telephony and VOIP hardware
- SAP and S/4HANA
- PowerBase and PBField
- ClickSchedule and ClickMobile
- Ruggedized field hardware
- Maximo
- WalkMe
- Scribe
- iPad adoption

PROFESSIONAL EXPERIENCE

Independent | New Hartford, CT

Author, Training Program Manager's Guide (in progress)

Feb 2026 to Present

- Writing a practitioner's guide to training program management, from staffing and train the trainer initiatives to program design and KPI measurement, drawing on 23 years of building, certifying, and coaching instructor teams across enterprise, manufacturing, and education settings. Second book; the first was commissioned and published by Globe Pequot Press.

E Source | Boulder, CO

Full time staff role delivering client engagements

Senior Consultant, Training Lead

Jan 2025 to Feb 2026

- Led the planning, design, development, delivery, and measurement of User Readiness for a client Enterprise Permitting and Licensing software adoption, coordinating 10 or more departments of internal users, contractors, and vendors.
- Partnered with the Testing Lead to build a novel, mutually reinforcing User Acceptance Testing and End User Training regimen, recovering more than 8 weeks of project time lost to technical delays.
- The client contract closed and the project team was eliminated in a company reorganization.

Eversource Energy | Berlin, CT

Two contract engagements, Dec 2019 to Aug 2024

Learning and Development Lead (Contract), Second Engagement

Nov 2023 to Aug 2024

- Invited back for a second engagement to rescue a multi year, cross tower SAP implementation that had fallen behind on training development and delivery timelines, finishing under budget and ahead of the original deadlines with no additional hiring or expenditure.
- Spearheaded the integration of new tools for data driven decision making, logistics, and communication, and measured results against Kirkpatrick Levels 1 and 2, producing record high scores of 99 percent or better for learner satisfaction and knowledge transfer.

Learning and Development Lead (Contract)

Apr 2020 to Jul 2022

- Promoted from Instructional Designer within the first quarter of the engagement, then expanded to manager level scope in July 2021 with accountability for a 50 person training organization.
- Directed an HR umbrella project to onboard 400 engineering, customer service, and business operations employees during the acquisition of a new subsidiary, designing bespoke training on up to 13 software applications per end user and delivering all of it inside a 3 week just in time window without disrupting daily operations for any employee or team.
- Managed the Relay Settings project end to end: designed the training regimen and built all learning materials, owned the vendor relationship and the specialized subject matter expert topics, ran train the trainer events for managers and supervisors, and delivered instructor led training (in-person and virtual) to both field crews and engineering personnel.

- Applied the ADDIE model to lead the analysis, design, development, implementation, and evaluation of complex cross disciplinary technology training programs, hiring, coaching, and certifying a team of 50 trainers, training leads, and content developers through a formal train the trainer program, and owning the tracking, reporting, and archiving of all learning metrics and materials, satisfying all stakeholders and surpassing all organizational compliance targets.

Instructional Designer (Contract)

Dec 2019 to Mar 2020

Camlock Systems, Inc. | Southington, CT

Two roles: Jan 2018 to Dec 2019, and Nov 2022 to Oct 2023

Project Manager and Product Manager

Nov 2022 to Oct 2023

- Invited back by the US CEO to direct complex international projects, driving the entire lifecycle from development through sale and fulfillment and coordinating sales, manufacturing, and quality teams across 3 global offices, including reducing a 120 day vendor delay to 30 days.
- Set the training and talent development strategy for the US business, then designed and executed onboarding and skills training from needs analysis through development and delivery across all departments and skill areas, producing job aids and reference materials that improved collaboration between manufacturing, quality, sales, service, and external vendors.

Marketing and Product Manager

Jan 2018 to Dec 2019

- Designed, developed, and implemented adult learning programs for staff, distributors, and end users covering features and benefits, product selection, and installation and usage, delivered through an online LMS, video, graphics, and both one-on-one and group in-person sessions. Reduced a 200 page catalog to a single page infographic, raising customer satisfaction and sales while reducing call times.
- Designed and commercialized a locking latch that reduces regulatory compliance costs for casino operators, driving it from concept through prototype, production, and sale alongside the manufacturing and sales teams, and traveling to client sites to train installers and end users on its use. Awarded United States Design Patent D926555.

EARLIER EXPERIENCE

Freelance Consulting — Educational and Marketing Consultant

Nov 2016 to Dec 2017

Instructor led and virtual training and consultation for small business owners on training, communications, marketing, and search engine optimization, with supporting instructional content built for each client.

SolarCity — Field Energy Consultant

Jan 2016 to Nov 2016

Onboarding and systems training for new sales hires alongside the Regional Sales Training Manager, covering Salesforce and EdLite energy modeling software; 92 percent project completion against a 50 percent company average. Departed during the Tesla acquisition, when the residential solar sales department was eliminated.

Wolfworks, Inc. — Communications and Business Systems Coordinator

Feb 2015 to Sep 2015

All marketing, communications, and IT functions for a design/build green construction firm, four time winner of the Connecticut Zero Energy Challenge, including a curated 5,000 asset media library and client education materials on sustainable and zero energy building. Role ended when the firm laid off its entire staff during a downturn in project work.

Fred Astaire Dance Studios — Staff Trainer and Marketing Manager

Apr 2012 to Jan 2015

Owned staff training, certification, compliance, and client experience across 4 New England locations, running daily sessions and certification examinations for 18 instructors, and training a new franchisee to independent operation.

Modern Self-Defense Center — Founder and Owner

Nov 2002 to Mar 2012

Founded and ran a self-defense school for nearly a decade, building the curriculum for 8 programs and a formal instructor training track, and training and assessing 12 instructors through a mentored train the trainer pathway.

Independent Day School — Director of Summer Programs and Math Teacher

Mar 2007 to Aug 2009

Held concurrently with Modern Self-Defense Center. Hired, trained, and managed 25 employees and guided instructors in building 12 eight week programs for more than 100 students, overseeing all operations, staffing, training, budget, and logistics.

CREDENTIALS

Certification

Project Management Professional (PMP), Project Management Institute (PMI), Credential Number 4493050.

Patent

United States Design Patent D926555, Locking Latch | Developed at Camlock Systems, Inc.

Education

Master of Science in Education, Curriculum and Instruction, Learning Design and Technology | Purdue University | 2019
Bachelor of Arts, Philosophy | University of Massachusetts, Amherst | 2002

Publications

Knack: Self-Defense for Women | Globe Pequot Press, 2011 | Published under the name Chris Wright-Martell.
Training Program Manager's Guide | In progress, 2026.