

Pauline Mehta

IT training manager with 14 years of experience designing and delivering technical training for enterprise platforms and security tools. Passionate about empowering users and closing skill gaps across departments.

CONTACT

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 pauline.mehta@example.com

 Portfolio

 Raleigh, NC 27601

EDUCATION

Bachelor of Science (B.S.) in
Instructional Design and
Technology
North Carolina State University ,
Raleigh, NC
May 2011

PROFESSIONAL EXPERIENCE

IT Training and Enablement Lead | NovaCare Systems, Raleigh, NC
May 2016 – Present

- Delivered 210+ in-person and virtual training sessions in 2022, reaching 3,400 employees
- Developed cybersecurity awareness course that reduced phishing click rate from 12.3% to 1.8%
- Introduced LMS that allowed team to track certifications and reduce compliance gaps by 89%

Partnered with HR to embed IT literacy in onboarding, cutting support tickets by 38%

Technical Trainer | SecureBridge IT , Durham, NC
August 2011 – April 2016

- Designed product training for new enterprise tool rollouts, averaging 96% participant satisfaction
- Coached engineers on customer communication best practices
- Produced video training library that was used 5,800+ times in its first year