

# Ben Pawlowski

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Learning & Knowledge Management Professional with 20+ years of experience in education, SaaS enablement, and technical training. Experienced in designing scalable learning programs, facilitating technical training, developing curriculum and instructional content, and managing enterprise knowledge bases.

I combine instructional design and content strategy with coaching, facilitation, and interpersonal communication to help people understand complex ideas and put them into practice.

## Certifications & Technical Affiliations

- **Master of Business Administration (MBA)** | University of Phoenix
- **Bachelor's Degree, Music Education** | University of Illinois at Urbana-Champaign
- **Knowledge-Centered Service (KCS) v6 Certified Internal Trainer & Practices Certification**
- **Learning Data Analytics Certification**

## Professional Experience

### SiriusXM - Remote

**Apr 2025 – Apr 2026**

#### Instructional Design Consultant (Technical Enablement)

- Designed e-learning, technical documentation, facilitator resources, and job aids supporting enterprise adoption of Knowledge-Centered Service (KCS) practices, using generative AI tools to accelerate content development and workflow optimization.
- Translated complex support processes and operational workflows into learner-centered content for employees, coaches, and knowledge contributors.
- Partnered with SMEs and cross-functional stakeholders to capture and standardize institutional knowledge.
- Facilitated training, workshops, and coaching discussions to reinforce KCS behaviors across support teams.

### Patron Compliance Solutions - Jacksonville, FL/Remote

**Apr 2024 – March 2026**

#### Director of Telematics & Customer Enablement

- Owned onboarding, training, and ongoing support for 30+ SaaS customer accounts using telematics, camera, and fleet management solutions.
- Created SOPs, customer communications, and training resources that supported implementation, adoption, billing, inventory, and issue resolution.
- Diagnosed hardware, software, and operational problems with customers and vendors, translating technical findings into clear next steps.

### Planned Career Break

**Oct 2022 – Apr 2024**

- Took intentional pause to move cross-country and care for a sick family member.

## **Geotab - Las Vegas, NV**

**Jan 2015 – Oct 2022**

Senior Learning & Enablement Specialist (2015-2019)

Knowledge-Centered Service Program Analyst (2019-2022)

- Helped build and scale the Learning Center team; developed the business case for an LMS, secured leadership approval, and led implementation.
- Supported onboarding and enablement for a workforce that grew to approximately 2,000 employees through instructor-led training, learning resources, and scalable programs.
- Delivered 100+ customer webinars and repeated multi-day workshops on product adoption, Hours of Service/ELD compliance, and fleet business outcomes.
- Managed and coached 20+ KCS Coaches while partnering with support leaders on knowledge quality, contributor behaviors, and program adoption.
- Led KCS governance for a knowledge base containing thousands of articles, including quality standards, analytics, content health, and self-service strategy.
- Built Salesforce reports and dashboards to analyze learning, customer, and operational data and translate findings into stakeholder recommendations.
- Produced tutorial videos, knowledge articles, and quick-reference guides that made complex platform functionality practical and usable.

## **GPS City - Las Vegas, NV**

**Oct 2010 – Nov 2014**

Lead Product Specialist

- Created and presented 400+ public product-demonstration videos covering GPS, navigation, fleet management, and consumer electronics.
- Owned video production from research and scripting through on-camera presentation, voiceover, editing, and publication.
- Translated technical specifications into practical buying and product-use guidance for audiences with varied technical knowledge.

## **Additional Experience**

**Clark County School District - Las Vegas, NV**

**Aug 2006 – Apr 2010**

Vocal Music Instructor

## **Technical Stack**

Salesforce (Reporting & Analytics), Wrike, Jira, ChatGPT, Camtasia, OpenShot, Microsoft Office, Google Workspace, Articulate 360, Skilljar, API/SDK Familiarity