

LUTHER MYSTRAL JOSEPH

LEARNING AND DEVELOPMENT LEAD | TRAINING DESIGN | SUPPORT ENABLEMENT

514-726-6903 | lutherj1178@gmail.com | Montréal, Québec | English and French

PROFESSIONAL SUMMARY

Bilingual learning and development specialist with 15+ years of experience designing and delivering programs across customer support, leadership, and organizational change. Leads learning initiatives from needs discovery and content development through stakeholder review, delivery, and measurement. Combines AI-assisted content development with human editorial judgment, frontline Support leadership, and firsthand experience as a Shopify merchant.

CORE EXPERTISE

Adult learning design	End-to-end program delivery	Training content development
Executive stakeholder management	Support onboarding	AI-assisted learning design

PROFESSIONAL EXPERIENCE

Independent Facilitator & Coach

2024 – Present

- Partner with HR stakeholders to translate organizational needs into practical, change-focused learning sessions for leaders and employees.
- Facilitate sessions for audiences of varying sizes, adapting content, delivery, and discussion techniques to different roles, workplace environments, and stages of organizational change.
- Create inclusive conversations that help participants navigate ambiguity, share perspectives, and apply key takeaways in their day-to-day work.
- Incorporate stakeholder and participant feedback to continuously refine the learning experience while maintaining strict client confidentiality.

Rogers Communications | Senior Learning Facilitator and Leadership Coach

August 2010 – March 2024

- Led the end-to-end development and delivery of 100+ learning experiences, partnering with leaders and subject-matter experts to translate business needs into practical content, evaluation strategies, and iterative improvements.
- Used AI tools and structured prompting to draft and refine learning content, applying human editorial judgment for accuracy, clarity, and usefulness.
- Managed several learning programs concurrently, balancing shifting priorities, timelines, facilitator capacity, participant needs, and quality standards.
- Coached 50+ mid- and senior-level leaders annually and presented executive-ready reports on learning outcomes, participant insights, and opportunities for iteration.

Rogers Communications | Manager, Call Centre Operations

August 2008 – August 2010

- Managed and coached 30+ frontline supervisors, with accountability for performance, leadership development, and retention.
- Designed and launched bilingual onboarding that improved readiness and customer satisfaction scores by 7%.
- Helped frontline leaders maintain performance through major changes by translating new requirements into practical guidance and coaching.

SHOPIFY MERCHANT EXPERIENCE

Built and manages the Shopify storefront for a custom-printing business, with hands-on experience in store setup, product management, order workflows, and day-to-day platform navigation.

EDUCATION AND CERTIFICATIONS

Certified Leadership Coach, 2024	Associate Certified Coach credential, in progress
ATD Master Certification, 2016	Adult Learning Certificate, Seneca College, 2016
Exceleator Mastery, Essential Impact, 2021	Exceleator Essentials, Essential Impact, 2018

TOOLS

AI tools and prompt writing, Google Workspace, Microsoft Excel, PowerPoint, Outlook, Zoom, Microsoft Teams, virtual collaboration platforms, and learning management systems.