

DAVID BENZ

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Portfolio: [David Benz](#)

SUMMARY

Training AI adoption and learning enablement leader with deep experience turning complex technology, data, and AI concepts into practical behavior change. Blends learning architecture, program management, facilitation, communications, and software fluency to build scalable enablement programs for enterprise audiences. Known for translating strategy into role-based journeys, practical toolkits, executive-ready messaging, and measurable performance outcomes.

EXPERIENCE

CISCO SYSTEMS

Learning Experience Designer, 2023-Present

- Designed learner-centered journeys for the enterprise-wide AI for Everyone program, applying generative AI, prompt engineering, and experiential learning principles to reduce the user journey from 17 hours to 3.75 hours while increasing performance outcomes.
- Helped author the AI Workforce Playbook 2025 as part of the cross-organizational Cisco AI Consortium and led development of the AI Skilling Toolkit to support practical, repeatable AI enablement.
- Translated enterprise AI strategy into clear learning paths, practitioner resources, and enablement assets that helped employees build working fluency in AI concepts, tools, and use cases.
- Developed role-based learning maps for renewals, security renewals, partner customer success, and partner practice lead audiences, including 90-day onramp curricula, experience activities, and ongoing skills development.
- Coached the learning experience design team on design thinking and facilitated design thinking sessions with the AI Consortium to surface needs, align stakeholders, and improve adoption-oriented solutions.

NEW RELIC

Training and Development Lead, 2021-2023

- Designed and delivered data-driven, scenario-based learning curriculum for pricing and value articulation to help close a \$60 million gap between consumption and revenue.
- Focused the 3-month Account Executive plan around renewals and reduced average time to first renewal for new hires by 40%.
- Built enablement content that turned complex observability and value messaging into practical sales conversations for field teams and executive-buyer audiences.
- Developed a visual library method for generating demand for New Relic Observability with executive buyers and presented the approach at the 2023 global sales kickoff.

ADDITIONAL EXPERIENCE

CISCO SYSTEMS, **Lead Instructional Designer**, 2016-2021. Developed cross-architecture and data center learning maps with subject matter experts. Designed and produced Sales and Tech Brief microlearnings to help account executives quickly apply top selling tactics. Presented at Cisco IMPACT 2021 and drove a 6% increase in pluggable optics sales with the "How to Sell" optics microlearning series.

WHY AGILE WORKS, **Freelance Instructional Designer**, 2014-2016. Developed emotional intelligence and other training for clients seeking to increase business through new markets and audiences. Co-authored book, "Why Agile Works: The Values Behind the Results." Published InfoQ article "Emotion and Cognition." Produced book, "Live Better Electrically: A Heart Rhythm Docs Guide to Arrhythmias."

CISCO SYSTEMS, San Jose, California, **Program Manager**, 2006-2013. Led development of worldwide sales force training for collaboration technologies. Designed curriculum and learning objectives for account managers and systems engineers in conjunction with sales management, theater operations, and executives. Developed custom learning in a variety of modalities, including ILT, Webex delivery, e-learning, simulations, and video. Directed a virtual team of instructional designers, new media designers, and subject matter experts.

CONVERGYS, Cincinnati, Ohio, **Lead Learning Strategist**, 2001-2006. Developed custom learning for a wide range of customers, including General Motors, Marsh & McLennan, Cisco Systems, and Luxottica Retail. Led the design team consisting of instructional designers, visual media designers, computer programmers, and copy editors.

EDUCATION

UNIVERSITY OF CINCINNATI, Cincinnati, Ohio

M.A., English and Comparative Literature

B.S., Electrical and Computer Engineering

CERTIFICATIONS

Google Data Analytics

Agile Scrum Master

InSync Synchronous Designer and Facilitator