

PAULO REYES

SENIOR MANAGER

WORK EXPERIENCE

Design Manager

Sutherland Global Services | October 2024 - present

- Oversee performance to meet key KPIs (Schedule, Cost, CSAT, Quality, Design); communicate progress and implement strategies to address gaps and build on strengths.
- Analyze skill gaps, coach regularly, handle administrative tasks (attendance, metrics, approvals), and manage escalations to ensure quality deliverables and stakeholder satisfaction.

Lead Instructional Designer/Solutions Architect

Sutherland Global Services | Apr 2019 - September 2024

- Work with internal and external stakeholders to identify learning needs and the solutions required to achieve business goals.
- Design and develop learning modules that are aligned with the overall learning solution.

EDUCATIONAL HISTORY

University of the Philippines Open University

Bachelor of Education Studies Major in Instructional Design and Technology

- Analysis of the key concepts and disciplines of education, including philosophy, psychology, history, and social and cultural theory.
- Development of learning materials based on a sound understanding of different learning theories.
- Designing different ways to assess learners based on established theories.
- Application of different learning methodologies in a practical setting.

CONTACT ME AT



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Lipa City, Batangas

SKILLS SUMMARY

- Designing curriculum and various learning modalities
- Client management
- Project management
- Development of e-learning modules, videos, instructor-led training materials, and other learning modalities.

AWARDS RECEIVED

- Designer of the Year (DLG, 2019)
- Class of 2020, Cum Laude (UPOU, 2020)
- LeapX Special Awards (CLS, 2023)