ALEX NOVIKOV

Director of Learning, Talent Development & AI Enablement | Enterprise Learning & Enablement Strategy | Leadership Development
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PROFESSIONAL SUMMARY

Learning & Development leader with 18+ years building enterprise learning strategy, leadership development, AI-upskilling and best-practices across SaaS, fintech, healthcare, utilities, automotive, aerospace, and enterprise technology. Built L&D functions and development systems that improved readiness, adoption, retention, and performance. Proven builder of award-winning development cultures: ScalePad's recognition as a Best Workplace for Professional Development in2024, 2025, and 2026.

CORE STRENGTHS

- Enterprise L&D strategy and function build-out
- Instructional design and curriculum architecture
- Talent strategy, retention and internal mobility
- Leadership development, mentorship and coaching
- AI enablement, GenAI upskilling and adoption
- Change management and stakeholder alignment
- Onboarding optimization and role-based learning
- Learning systems, analytics and executive reporting
- Global, cross-cultural and remote team leadership

TOOLS & TECHNOLOGIES

LMS and platforms: Skilljar, Gainsight, Moodle, Absorb, Learning 360 / 360Learning, WalkMe, Zendesk, SAP / ERP environments. **Authoring and media**: Articulate Storyline and Rise, Adobe Captivate, Premiere Pro, Photoshop, Camtasia, Vyond, Canva, Gamma, Adobe Creative Cloud, Canva, Parta, Figma, video, narration and translation. **AI and automation**: ChatGPT, Claude, Gemini, Copilot, Gemini Notebook, ElevenLabs, Gamma, Canva AI, Zapier and Lovable. **Technical fluency**: Microsoft Office, Google Workspace, basic web development, APIs, SQL, reporting and analytics, comfortable in either Windows or Apple ecosystems.

PROFESSIONAL EXPERIENCE

Director, Learning & Development | ScalePad | Vancouver, BC | 2022 - Present

- Recruited to build the L&D function from the ground up for a fast-growing SaaS company, establishing the strategy, operating rhythm, systems, governance and executive reporting practices.
- Led the strategy that contributed to ScalePad being recognized as a Best Workplace for Professional Development in both 2024, 2025 and 2026.
- Designed scalable onboarding and role-based learning paths that drove 95%+ new-hire satisfaction and accelerated time-to-productivity.
- Launched company-wide AI upskilling, including Intro to Generative AI, and Leading with AI programs, and evolving existing work to support responsible and effective adoption across teams and management using company approved tools, and setting up guardrails, processes, and KPIs.
- Created mentorship and leadership development programs that strengthened manager readiness, employee growth, internal mobility, and succession pipelines.
- Managed the L&D tech & GenAI stack and developed a learning analytics and tracking dashboard, using engagement, completion and progress data to support executive decision-making.

AI Research - Learning & Development Domain Expert | Mercor (previously Sepal AI) | Remote Part-Time Contract | 2025 - Present

- Provide human-in-the-loop domain expertise to improve large language model outputs related to instructional design, workplace learning and corporate training.
- Review AI-generated content for accuracy, clarity and instructional quality, aligning responses to adult learning principles and real L&D practice.
- Translate nuanced learning scenarios and deliverables into feedback signals that improve AI performance for education and workplace learning use cases.

Director, Learning & Development | Inovatec Systems | Burnaby, BC | 2019 - 2022

- Promoted from Training Specialist to Director to lead company-wide learning strategy and align capability-building with business priorities.
- Conducted organizational analysis and launched a three-pillar learning strategy across onboarding, ongoing learning and developmental growth, helping reduce regrettable turnover from 28% to 15%.
- Partnered with senior leaders across functions and geographies to design role-specific onboarding, development paths and technical learning programs.
- Built and launched a company-wide mentorship program that improved knowledge sharing, reduced silos and supported employee growth.
- Implemented an LMS and curated digital learning library that drove strong adoption, engagement and access to scalable development resources.

Technical Training Specialist | Inovatec Systems | Burnaby, BC | 2017 - 2019

- Partnered with senior customer-facing leadership to build the training department from the ground up for a complex fintech platform.
- Led digital adoption initiatives, including WalkMe smart guides, to improve system usability, reduce support dependency and increase user autonomy.
- Built a centralized Zendesk knowledge base in English and French, creating a source of truth for product learning and operational consistency.

Lead SAP IS-U Instructional Designer & Instructor | Ness Technologies | Israel | 2015 - 2016

- Led training development for a major ERP expansion at Israel Electric Corporation, partnering with multinational development teams (Spain)
- Managed, trained and certified a team of 10 trainers to deliver large-scale classroom and on-the-job learning for a mission-critical utility environment.

Lecturer, Instructional Designer & Implementation Manager | John Bryce | Israel | 2009 - 2015

- Led client training, instructional design and implementation projects across automotive, healthcare, policing, infrastructure and enterprise systems.
- Earned the company's top client satisfaction ratings for three consecutive years through strong facilitation, project delivery and stakeholder partnership.
- Managed high-visibility consulting and implementation projects for senior stakeholders, including executive leadership in large infrastructure environments.

EDUCATION & PROFESSIONAL DEVELOPMENT

Applied Generative AI for Digital Transformation | MIT Professional Education | 2024
Master of Business Administration (MBA) | Simon Fraser University | Vancouver, BC | 2016 - 2018
BA, Instructional Technologies | Holon Institute of Technology | Israel | 2012 - 2015
Honours: SFU Net Impact Sustainability Challenge Winner; Dr. A. John Ellis Graduate Entrance Scholarship recipient; BA graduated with 92% CGPA.
Early Leadership: Radar Electronics Course Commander & Trainer, Air Force (2006 - 2009).