

Eric Villard

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Technical Enablement Leader and Instructional Architect with 8+ years bridging engineering, technical training, and field operations. Deeply rooted in instructional design, learning experience (LX) strategy, and multimedia authoring, with proven expertise in leveraging AI as a force multiplier to architect automated learning pipelines, xAPI telemetry, and enablement systems. Skilled in identifying operational waste, translating dense technical specs into interactive media, and orchestrating AI-assisted workflows (n8n, RAG, local LLMs) that scale departmental bandwidth. Seeking to lead AI-augmented technical enablement and instructional architecture.

EXPERIENCE

Principal Architect, Enablement Operations & Learning | Hughes Network Systems

Germantown, MD | MAY 2018 - PRESENT

- **Field Operations Intelligence Pipeline (Field Enablement Analytics):** Designed and deployed an automated n8n & Gemini AI intelligence workflow to process and categorize thousands of field service transcripts. Identified \$3.47 million in projected annualized operational waste, connecting analytics to BigQuery and Tableau for executive decision-making.
- **AI-Augmented Learning Media Infrastructure (GenAI Studio):** Conceptualized and implemented a multi-user AI portal interface (integrating Flask, Redis, and ComfyUI with AI assistance) on local hardware, enabling the training team to generate custom 3D models, video assets, and course visuals—eliminating \$5,000+ in annual SaaS fees and accelerating asset turnaround.
- **Autonomous Enablement Triage & Technical Outlines:** Architected an n8n intake automation that parses 100+ page technical manuals into structured needs analyses and training outlines attached to Jira tickets. Reduced project kickoff time from days to minutes and reclaimed 50+ administrative analysis hours per month.
- **xAPI Telemetry & LMS Architecture:** Engineered custom JavaScript xAPI wrappers for static technical PDFs to track granular metrics like scroll depth and interaction time in Docebo LMS, achieving 100% audit-ready compliance visibility and establishing real-time feedback webhooks to the documentation team.
- **Technical Enablement Strategy & Course Lifecycle Management:** Direct end-to-end enablement strategy supporting enterprise network rollouts (SASE, SD-WAN), acting as liaison between product engineering and field deployments. Administer a 100+ course Docebo LMS and lead the design of SCORM-compliant e-learning modules (Rise 360, Storyline) and technical field video guides.

News Writer at Goddard Space Flight Center (Contractor) | ASRC Federal

Greenbelt, MD | JUNE 2017 - MAY 2018

- **Technical Translation & Public Affairs:** Partnered directly with scientists and aerospace engineers to translate complex astrophysics and satellite data into accessible multimedia articles and scientific communications.

Technical Writer | Hughes Network Systems

Germantown, MD | MARCH 2015 - JUNE 2017

- **Standardized Technical Documentation:** Authored hardware installation manuals, field job aids, and enterprise style guidelines; established engineering feedback loops that measurably reduced edge-device configuration errors.

Senior Document Specialist | Hughes Network Systems

Germantown, MD | OCTOBER 2013 - MARCH 2015

- **Architecture & Standardization:** Managed document architecture across the enterprise, implementing universal style guidelines to ensure consistent quality control and a unified corporate technical voice.

EDUCATION

- **MicroMaster's Certificate, Instructional Design and Technology** | University of Maryland Global Campus, 2022
- **Bachelor's Degree in Journalism** | University of Maryland, College Park, 2010

TECHNICAL & STRATEGIC SKILLS

- **Instructional Design & Multimedia (Core):** Articulate Storyline, Rise 360, SCORM / xAPI Telemetry, LX Design, DaVinci Resolve, Video & 3D Media Production, Technical Job Aids, SOP Standardization
- **AI Orchestration & Rapid Prototyping:** AI Prompt Engineering, n8n Workflow Automation, Copilot Studio, AI-Assisted System Architecture (LLMs, RAG Concepts, Flask/Redis Queues, Postgres)
- **Data & Enterprise Platforms:** Docebo LMS Administration, REST APIs, Webhooks, Google BigQuery, Tableau, Jira, Confluence, SharePoint
- **Strategic & Operational Leadership:** Technical Enablement Strategy, SME Collaboration, Systems Architecture, UAT Testing, RevOps Alignment