CHRIS LOWE MBA · PMP

Learning & Creative Production · Instructional Design · Program Management · AI Enablement

SUMMARY

Learning and creative production leader (PMP, MBA) with 7+ years in L&D who runs programs end to end. At Carvana, moved a 13-person team onto Agile and delivered 234 cross-functional learning projects in a year for 30,000+ employees. At ABS, built compliance-driven technical training and drove company-wide adoption of a core software platform in 30 days, winning the 2025 Performance Award. Works like a producer: owns scope, schedule, budget and crew so subject-matter and creative leads do their best work. Builds courses hands-on, from needs analysis and storyboards to gamified Storyline interactions. Hands-on with Claude, ChatGPT, Gemini and Copilot; builds AI agent workflows daily.

WORK EXPERIENCE

Founder & CEO · Syntax Labs LLC · Dallas, TX (Remote) August 2026 – Present

- Designed a three-tier AI enablement program: a 90-minute foundations workshop with a job aid, a two-week sprint with a use-case map and prompt library, and a 30-day program with role-based workshops, a micro-course and a day-30 check on what stuck.
- Designed the AI agent system that runs the business on Claude, ChatGPT, Gemini and Google Antigravity: agents work from written playbooks across Notion, Gmail, Google Calendar and Drive, guided by modular prompts, with a human check before anything ships.
- Built a private MCP server that connects Claude to email, backed by 401 automated tests including hostile-email checks.
- Shipped Recall, a private RAG-style search over a 1,891-note knowledge vault, in 8 days and 5 releases, with a review at each staged build.
- Teaches professionals to use AI responsibly in 17 articles and newsletters, published by a pipeline that blocks any piece failing its checks.
- Delivered a marketing website for the first Syntax Labs client in under three weeks of build time, handing over the code, hosting and domain.
- Built chrislowe.pro in HTML on Astro and Tailwind (599 commits since July 2026), with axe-core accessibility checks, a Lighthouse SEO score of 100 and automated publishing from Notion via GitHub Actions every three hours.
- Keeps two brands' sites current by planning the editorial calendar, publishing homepage banners and featured tiles, testing pages with real users and fixing what trips them up, and reviewing every piece in PostHog after it ships.
- Manages AI writing agents the way an editor manages contract writers: assigns briefs, edits drafts, and turns repeated edits into standing rules.

Designer, Instructional Media Technology · American Bureau of Shipping (ABS) · Houston, TX April 2024 – November 2025

- Multimedia producer for the Learning organization: built learner personas for engineers, surveyors and auditors and produced 80+ technical training videos in motion graphics, 3D and 360°, coordinating production across 8 instructional designers. Won the 2025 ABS Performance Award.
- Drove company-wide adoption of Rule Manager 2.0, ABS's core rules software, in 30 days while it was still being built, working from release notes, product roadmaps and directly with developers to keep training in step with each change.
- Built compliance training covering ABS Rules, IMO and other maritime-authority requirements, and ISO certification; checked every figure against the source rules in Rule Manager, and every release passed SME review, QA review and a senior-manager gate.
- Royal Caribbean Passenger Ship Certification Program: edited and finished 25+ training assets in six months from footage the managers shot aboard Mariner of the Seas, building the graphics, 3D models and videos, rolled out to surveyors, then engineers, then auditors.
- Turned 2D marine diagrams into 3D training animations of alternative fuel tanks, azipods and passenger ship systems for Rise courses.
- As the Learning organization's elected Safety Officer, delivered video training for an enterprise Health & Safety system overhaul.
- Brought generative AI into the production pipeline (Synthesia, ElevenLabs, Adobe Firefly) to ship more without cutting quality, and built Synthesia workflows and templates that colleagues adopted to build faster.
- Built for global and non-native-English learners to WCAG accessibility standards (captions, transcripts, alt text, contrast and screen-reader checks); built internal courses later repackaged for external clients, and worked on a few courses for external clients.
- Led curriculum mapping and blueprinting, evaluated training with Kirkpatrick, tracked training KPIs and ROI in the Microsoft suite, facilitated live training on Microsoft Teams, and represented ABS at the ATD 2025 International Conference.
- Owned the media equipment budget (cameras, computers, lighting, sound) and built Cornerstone LMS question pools tied to learning objectives.
- Coached SMEs, upskilled media producers and instructional designers in instructional design, and peer-reviewed training content for accuracy.

Digital Consultant (Freelance) · Chris Lowe Pro · Adelaide, Australia February 2023 – July 2023

- Advised Honeycomb Design's founder on scaling and sales strategy and sold its services in person at networking events; delivered print, web and a custom WordPress e-commerce site; Honeycomb's referrals brought in much of the other freelance work.

Carvana · Tempe, AZ August 2018 – August 2022

Team Leader, Onboarding January 2022 – August 2022

- Led 6 direct reports to build two company-wide Google Sites knowledge bases (HR standard operating procedures; self-serve FAQs for new hires and all employees) plus an Onboarding Portal guiding new hires through their first 90 days, supporting hiring at 30,000+ employees.
- Freed 18 team hours a day for compliance and new-hire programs by launching an onboarding rebrand and a Slack chatbot for new-hire FAQs, cutting each person's Slack Q&A from 4 hours a day to 1; automated new-hire messaging with SendGrid HTML email.
- Reached 100% I-9 compliance and closed regulatory audit exposure by restructuring procedures and locking down permissions in Workday, with no custom code; revised the user guides and job aids for Workday Learning and Workday HRIS.
- Ran weekly classroom training for new hires, leaders and team members, and train-the-trainer so the team could run the new-hire presentation.
- Managed learner communities (forums, groups and Slack channels); hired 3 onto the team and trained each start to finish in week one.

- Owned the content plan for the knowledge bases and Onboarding Portal (homepage banners, featured tiles, announcements) and built the onboarding style guide with the team; partnered with People & Systems Analytics on custom workforce reports that guided onboarding.

Project Manager, Learning Experience January 2021 – January 2022

- Trained a 13-person cross-functional team on Agile and ran its sprints, delivering 234 cross-functional projects in a 12-month year for 30,000+ employees, and led the team's change from waterfall to a hybrid waterfall–Agile delivery process.
- Project-managed a 9-person studio (6 instructional designers, 3 media producers) in which each member shipped a course every two weeks.
- Led the Onboarding New Hire Program as PM and instructional designer: built its five Storyline courses and animated their guide.
- Ran a needs analysis before each brief, wrote tests, rubrics and effectiveness criteria, and set learning KPIs with People Operations analytics.
- Wrike super admin and day-to-day vendor contact for People Operations: built capacity dashboards that made project sponsorship a data-driven decision. NPS held in the high 80s–90s; earned RSU grants and two Corporate Culture Awards.
- Built course templates and standards with the team (Rise and Storyline templates, internal communications and training style guides) and set consistent QA/QC reviews; tested courses with learners and fixed what tripped them up; managed risk through every development cycle.
- Translated competency models into observable behaviors, rubrics and feedback for Corporate & Tech and Inspection Center training.

Senior Multimedia Producer, Learning Experience & Brand September 2019 – January 2021

- Produced "Your City Is Your Office," a national brand campaign that aired on Hulu, leading production with a crew of 20+.
- Led production of the documentary that rolled out Carvana's Leadership Principles globally, working with the C-suite on the launch strategy.
- Merged Brand & Marketing's full asset archive with L&D's production library into one digital asset management system of thousands of assets.
- Learned 2D animation in two months to keep company communications shipping through COVID-19 lockdowns without live-action crews.
- Produced and presented the four-episode Feedback Culture Series and built its Rise course and quick reference guide, rolled out company-wide.
- Hired and managed contractors (creative directors, camera operators, editors) on ad campaigns and video production.
- Negotiated rates and signed contracts with crew, talent, venues and rental houses, and handled talent and location releases on shoots.

Multimedia Producer, Leadership Development August 2018 – September 2019

- First hire on the Leadership Development team. Part of the team that ran AV switching and live streaming for C-suite All-Hands reaching 10,000+ employees; helped plan quarterly Leadership Summits of 100+ executives and produced their multimedia.
- Helped decide which Workday Learning features and processes to implement, and supported its company-wide rollout to 5,000+ employees.
- Ran certification training and validation for the XLR8 and TLIT leadership programs; assessment scores held above 80%.
- Piloted the XLR8 leadership program with about 2,000–3,000 employees in one cost center, revised it on leaders' feedback, then scaled it company-wide; designed Game Changers (leadership mentorship) and built TLIT (Team Lead in Training) from the ground up.

Founder, Partner & CEO · Blueshift Video Ltd · Sheffield, UK May 2016 – October 2017

- Co-founded a video production agency on a business plan and financial model that won government seed capital; profitable in six months.
- Directed video and photo shoots for nine SME, non-profit and public-sector clients, managing freelance crews to budget under contract.
- Produced a fundraising film for NHS Yorkshire with patients and staff on NHS sites, with signed consent and releases for everyone on camera.
- Scoped every job from the first call (goals, timeline, budget, creative needs), wrote the quotes and scopes of work, handled changes within agreed review limits, and won repeat business, including about 90 training videos for a fitness client.
- Made the crowdfunding video for a campaign that raised £100k to turn a Sheffield pub into a community center for vulnerable people.

EDUCATION

MBA, Western Governors University · Nov 2024 – Apr 2025 (completed in six months)

BA (Hons) Film & Media Production, First Class Honours, Sheffield Hallam University · 2013 – 2016

BTEC Level 3 in Art & Design, Distinction, Harrogate College, Harrogate, UK · 2012 – 2013

CERTIFICATIONS & AWARDS

Project Management Professional (PMP), Project Management Institute, Nov 2021 (active to Nov 2027) · XLR8 Leader Certified

TEFL + TESOL, 120-hour Premier Course, The TEFL Org · ATD 2025 International Conference & EXPO, Washington, DC (attended)

Awards: ABS Performance Award, 2025 · Carvana Corporate Culture Awards: Squad Up! and We Are All In This Together

Languages: Spanish (beginner) · Mandarin (beginner)

SKILLS

Learning & development: Instructional design (ADDIE, SAM), adult learning theory, needs analysis, Kirkpatrick evaluation, storyboarding, curriculum mapping, scripts, microlearning, facilitator and participant guides, assessments and rubrics, facilitation, train-the-trainer, WCAG accessibility, SCORM, xAPI, LMS (Workday Learning, Cornerstone), onboarding programs, knowledge bases, gamified learning

Program management: PMP, Agile, Scrum and hybrid waterfall–Agile, Wrike (administrator), Airtable, stakeholder management to C-suite, change management and adoption, media equipment budgets, risk, KPIs and NPS, event logistics, vendor management, digital asset management

Production & AI: Articulate Storyline and Rise, Camtasia, Vyond, Premiere Pro, After Effects, Illustrator, Photoshop, DaVinci Resolve, Canva, Figma, Synthesia, ElevenLabs, Adobe Firefly, Workday, Microsoft Teams, SharePoint, Google Sites, Slack, SendGrid, Astro and Tailwind

Camera & photography: Sony, Canon, Panasonic and Fujifilm systems; portrait, headshot, studio and automotive photography; 3D/360° video

AI: Claude, ChatGPT, Gemini, Copilot, AI agent workflows, prompt engineering, MCP servers, RAG search, responsible AI use with human review