

FELIPE OCAMPO

L&D Leader | Technical Enablement Strategy | Operational Excellence
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PROFESSIONAL SUMMARY

Learning & Development Leader with 15+ years of experience bridging the gap between complex systems and human adoption. Expert in designing high-impact learning architectures that transform hesitant users into capable experts within tech, higher education, and design-driven sectors. A human-centric strategist who integrates experiential learning and "play" methodologies to drive retention and organizational performance. Proven success in managing multi-departmental operations and scaling career-readiness initiatives in the Toronto market.

CORE COMPETENCIES

L&D Strategy: Instructional Design, Experiential Learning, Technical Training, and Curriculum Development.

Enablement & Success: SaaS Adoption, Technical Onboarding, Stakeholder Management, User Research.

Leadership & Ops: Program Operations, Cross-Functional Team Leadership, and Resources Oversight.

Tools: Rhinoceros 3D, KeyShot, Adobe Creative Cloud, LMS platforms, Miro.

Languages: Native Bilingual (English/Spanish).

PROFESSIONAL EXPERIENCE

PRINCIPAL CONSULTANT | Technical Enablement & Learning Strategy

Oct 2020 – Present | Toronto, ON (Remote/Hybrid)

Founded a consultancy specializing in technical upskilling and language fluency for individuals and design professionals.

Technical Enablement: Architected end-to-end training programs for 3D modelling workflows (Rhino, KeyShot), accelerating user "time-to-fluency" for design professionals.

Strategic Consulting: Partnered with clients to identify skill gaps and design "production-ready" curriculums that align software capabilities with educational goals.

Experiential Methodology: Integrated experiential learning frameworks into training modules, resulting in high engagement and long-term skill retention.

CO-FOUNDER | Product & Learning Experience Lead

Orbit 5 | Nov 2016 – Nov 2019 | Toronto, ON

Co-launched a career-readiness startup to help international talent successfully navigate and enter the Canadian market.

Strategic Partnerships: Managed institutional relationships and pilot programs with major Toronto colleges to validate learning tools.

Program Design: Created the "Service Blueprint" for career coaching programs, ensuring a consistent and empathetic user journey for all participants.

OPERATIONS & PROGRAM COORDINATOR | Student Affairs

George Brown College | Apr 2008 – Sep 2012 | Toronto, ON

Served as the operational backbone for the Director of Student Affairs, overseeing five distinct departments.

Operational Excellence: Streamlined administrative workflows and resource allocation for a multi-departmental division, ensuring service continuity for a diverse student body.

Stakeholder Liaison: Acted as the primary interface between executive leadership and frontline staff to resolve conflicts and implement new institutional policies.

TECHNICAL ENABLEMENT & IT/AV SUPPORT

OCAD University | Sep 2013 – Aug 2018 | Toronto, ON

User Training: Empowered faculty and students to master specialized design software and hardware systems through 1-on-1 coaching and group workshops.

System Optimization: Provided Tier-2 technical support for digital studios, ensuring continuous operation of critical academic and creative tools.

TOY DESIGNER & PLAY CONSULTANT

Twenty One Toys | Jan 2018 – Nov 2018 | Toronto, ON

R&D for The Failure Toy: Collaborated on the development of physical learning tools designed to teach resilience and creative problem-solving in corporate and educational environments.

Play-Based Strategy: Developed facilitation guides that used play-based methodologies to break down barriers and improve soft-skill acquisition in corporate environments.

EDUCATION

Post-Graduate Certificate, Toy Invention | Toronto Metropolitan University

Bachelor of Design (Industrial & Product Design) | OCAD University

Modern Languages and Linguistics | Universidad del Valle