




ROBERT GRAUER

TECHNICAL TRAINER

CONTACT

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EXPERTISE

- Passionate about being helpful, learning, and guiding others towards their professional and personal goals
- Creation of multimedia learning materials and instruction in both synchronous and asynchronous learning environments.
- Experience in creating and facilitating educational environments that are conducive to reaching learners of all levels.
- Self learner who can speak on the ins and outs of the educational process.
- Technical background with experience in hardware and software.
- Instructional design and development
- Life long learner

SOFTWARE

Anthropic - Claude
AutoDesk
Articulate
Camtasia
Canvas
Docebo
Figma
Google - Gemini
Kaseya
OBS
Open AI - ChatGPT
Sharepoint
SQL Server Management Studio
Youtube
Zoom

WORK EXPERIENCE

Technical Training

- Syniti** 2025-Current
- Delivering onsite and virtual multi-day training to employees, customers, and partners, enabling adoption of Syniti data management solutions.
 - Consultant training on migration methodology, data governance, construction, enrichment, and database management.
 - Designed and maintained curriculum, including e-learning, instructor-led courses, and performance support materials.
 - Configured training environments and incorporated case-based learning.

Technical Training and Content Creator

- Decisions Automation** 2023-2025
- Responsible for all training materials, synchronous, and asynchronous instruction for business process automation B2B SAAS application.
 - Content Developer: Instructional material, video walkthroughs, documentation.
 - Creation, deployment and maintenance of VM instances for web application.
 - Administration and management of company Youtube Channel.
 - Host of daily "Lunch and Learn" webinar
 - New Hire: Onboarding, role training, and continuous training directives.
 - Custom training, one on one coaching, and asynchronous curriculum development.
 - Docebo, OBS, Sharepoint, Articulate 360, and Storyline 360.
 - SQL database management and query writing

Career and Technical Education

- Charlotte Mecklenburg Public Schools** 2016-2022
- Facilitating synchronous and asynchronous learning environments. Classroom delivery, LMS, and online live instruction.
 - Developed a self paced curriculum for learners to develop and discover workflows within applied technical skills.
 - Engineering and computer aided design classes.
 - Learners received certifications through Pearson Vue in industry standard engineering software: Autodesk AutoCAD, Inventor, and Revit.

Technical Training

- Apple Inc.** Technical Trainer: 2014-2016
ACMT Technician: 2012-2015
- Facilitating adult education programs for a wide array of subjects from company culture and policies to technical certifications.
 - Created a formal learning environment for group workshops and one on one training.
 - Received "Trainer" training in Austin, Texas 2015. Received "Technician" training in Cupertino, California 2013.
 - Apple Mac Certified Technician and Final Cut Pro X certifications

CERTIFICATIONS AND EDUCATION

Old Dominion University- B.A. Technology Education

Awarded the "Outstanding Technology Education Student Award" by ODU Darden School of Education

NC Department of Public Instruction: Teaching License: Technology Education
Pearson Vue- Apple Certified Mac Technician
Pearson Vue- Microsoft Office Specialist, Autodesk AutoCAD Certified User