

KEVIN RUHIU

Creative Systems Designer — UX, Dashboards, AI Agents & Learning Experiences

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SUMMARY

Creative systems designer with 10+ years across regulated life sciences and consumer tech. I turn complex, compliance-heavy systems (training ecosystems, LMS platforms, executive dashboards) into clear, visual, measurable experiences, then ship the AI tooling that keeps them that way: course quality up 12.3% across 197 global deployments reaching 412,000+ learners, a learning hub people return to by choice (4.98 visits per user), and a deployed AI agent that makes learning discoverable. Industrial design roots; systems-thinking approach; portfolio-grade visual craft.

CORE SKILLS

- UX & Visual Design (Figma, Adobe CC, Webflow)
- Dashboards & Learning Analytics (ServiceNow, KPI design)
- Learning Technology & LMS Administration (CSOD, TEDS, SuccessFactors)
- Training Quality Assurance & Content Standards
- Stakeholder & Vendor Management
- Information Architecture & SharePoint Experience Design
- AI Agent Development (CoPilot Studio) & AI Content Tooling (Acrolinx)
- Articulate Storyline / Rise 360 · SCORM
- Program & Project Management (Monday.com)
- GxP / 21 CFR Compliance · QMS · Audit & Inspection Support

PROFESSIONAL EXPERIENCE

Philips — Cambridge, MA

2024–Present

Compliance Learning Technology Lead, Quality Compliance Learning

- Raised training content QA scores from 88.5% to 97.9% (+12.3%) across 197 deployed courses by establishing consistent content standards, style guidelines, and daily quality KPIs
- Managed end-to-end deployment of 197 courses supporting 314,584 learner assignments and 412,008 unique global learners; uploaded 17 courses to TEDS LMS and ran usability testing on 23 courses
- Led PS&Q Academy 2.0 from charter to launch — defined strategy and KPIs, redesigned information architecture and pages, ran user surveys, and built governance KPI dashboards; grew the platform to 2,349 unique visitors and 11,708 visits (4.98 visits/user)
- Prototyped and deployed a CoPilot Studio AI agent that surfaces personalized learning opportunities and journeys from paid learning platforms and professional organizations
- Led implementation of Acrolinx (AI content review), saving ~3 hours of QA review per course — roughly 590 hours across the 197-course pipeline — while increasing content consistency; authored the onboarding guide and trained the team on adoption
- Directed the Mammoth global content migration, coordinating SCORM package transfer to testing and production with stakeholder validation and zero interruption to global learner access
- Program-managed concurrent course deployment projects from intake to assignment in Monday.com (E2E workflow and tracker), keeping stakeholders aligned on target deployment dates
- Provided authoring-tool support and training for SMEs building their own content, and managed instructional design partner deliverables — adapting files as needed for LMS compatibility

Moderna — Cambridge, MA

2022–2024

Senior Specialist, Global GxP Training & Knowledge Management

- Developed new training compliance metrics adopted at the Weekly Compliance Forum and Monthly/Quarterly Quality Metrics Reviews, giving managers ownership of team compliance and increasing site accountability
- Key contributor to the QMR redesign, partnering with global and international stakeholders to drive step-change improvement in identification and mitigation of external-site risks
- Deployed process-based curricula and an assignment-change management tool for the external manufacturing site, keeping training aligned with organizational and quality-document changes

- Created a Global Quality Demand/Enhancement Tracker to program-manage workflow initiatives, corrective-action training, and global Change Control and Deviation projects
- Provided Health Authority inspection support — producing records, reports, and analyst competence evidence, and fielding inspector inquiries on the GxP training program

Vertex Pharmaceuticals — Boston, MA

2020–2022

GxP Training Coordinator

- Designed and launched a formal GxP Training Request system (requirements docs, intake workflow, metrics) — hit the January 2021 launch window with 70% coordinator adoption and an 81% net promoter score
- Answered 215 eLMS support requests in ServiceNow with a 2-day 11-hour average resolution vs. a 6-day 21-hour company average, across four functional areas including Cell & Gene Therapy and Technical Operations
- Partnered with GIS and Computer System Validation on quarterly LMS releases — assessing impact to process flows, SOPs/WIs, and regression scripts, and writing new UAT scripts
- Participated in LMS disaster recovery, rolling back a week of GxP data and returning the system to manufacturing on schedule
- Led investigations into training-system deviations with responsibility for CAPA actions and on-time closure; maintained audit and inspection readiness

Biogen — Cambridge, MA

2018–2019

Procurement Specialist

- Created 3,200+ purchase orders and evaluated \$730M+ in spend while surpassing purchasing KPIs
- Resolved 21% of all finance help-desk requests (2,762 of 12,732) — 80th percentile company-wide — while coaching and training new teams on ServiceNow
- Helped implement the ServiceNow help desk platform, defining best practices and KPI reporting for the finance team

Apple — Braintree, MA

2015–2018

Technical Specialist (Genius Bar)

- Maintained a 90% Net Promoter Score over tenure, consistently top of store for Genius Bar experience and repair satisfaction
- Recognized for most mobile and wearables repair sessions in Q2–Q3 2016 among 85 employees; managed parts inventory at a 0% adjustment rate
- Drove Today at Apple, Apple Business, and Apple Services initiatives; led trainings supporting store priorities

EDUCATION

Bachelor of Science, Industrial Design — Metropolitan State University of Denver

2015

SOFTWARE & TOOLS

Articulate Storyline · Rise 360 · Cornerstone (CSOD) · SuccessFactors · TEDS · SCORM · CoPilot Studio · Acrolinx · Claude · Figma · Adobe Creative Cloud · Webflow · Procreate · Camtasia · Monday.com · ServiceNow · SharePoint · Veeva Quality Docs · QDoCCs · NetSuite · Oracle · Jaggaer · Business Objects · Excel · Jamf/MDM