



hello! I'm Marcus

Training Design, Development & Testing Manager,

An energetic, creative and highly motivated individual, who has a passion for and an uncompromising commitment to quality, and looks to achieve outstanding performance delivery.

Marcus Coates

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AREAS OF EXPERTISE

- ✓ Training Management
- ✓ Courseware Configuration
- ✓ Curriculum Design & Development
- ✓ Copy Editing & Proofreading
- ✓ Data Visualization
- ✓ Team Development & Mentoring
- ✓ Administration of QMS & LMS
- ✓ Test Design & Analysis
- ✓ Training Needs Evaluations
- ✓ Project Administration
- ✓ Technical Writing & Editing
- ✓ Audit & Accreditation Preparation
- ✓ Policy, Process & Report Writing
- ✓ SME Courseware Coordination
- ✓ eLearning Content Authoring
- ✓ Video editing
- ✓ Stakeholder Briefing

PROFESSIONAL

- ✓ 2022-2023: PGCERT DFLE. University of Birmingham, Birmingham
- ✓ 2011-2013: MA TESOL. Hallam University, Sheffield
- ✓ 2009-2009: DELTA. Oxford House College, London
- ✓ 2007-2008: MA English Literature. Fatih University, Istanbul
- ✓ 2005-2005: Cert TESOL. St Mary's College, Twickenham, Surrey
- ✓ 2001-2005: BA Humanities & Media. Birkbeck College, London

OFF THE CLOCK:

Writing, photography, blogging, vlogging, cooking

LinkedIn: <https://www.linkedin.com/in/marcus-coates-b1083a11a>

Website: www.mc-mindful-content.com

Designer Toolset

Training System Admin: Flight Pro, SharePoint & Talent LMS

eLearning: Articulate Rise 360, Adobe CC: PS, Ai, Pr, Id, Ca, Au

Technical Authoring: Microsoft Office: Excel, Word, Visio

Assessment Creation: iSpring Suite

Workflow admin: Excel, Microsoft Projects, Monday.com

PERSONAL SKILLS

- *Deadline Led*
- *Time Efficient*
- *Decision Making*
- *A keen eye for Detail*
- *Excellent Communicator*
- *Adept at liaising and building rapport with people at all levels*
- *Calm under pressure*
- *Problem Solving*
- *Administrative & organizing*
- *Team Player*

SHORT COURSES

2016

Foundational Management Skills,
Lean Leadership Academy

2017

Managing People & Processes

2018

Quality Competency Development
Mod 1,
Non-Conformity & Root Cause Analysis

2021

ADDIE: Training & Professional's Guide,
Instructional Design for eLearning,
Agile Fundamentals: Scrum & Kanban,
Microsoft Level 3 – Advanced Word,
Excel – Basics to Advanced

2022

Proofreading

2023-2024

Project Management Foundations,
Microsoft Project 2013,
Deeply Practical Project Management

2025

Microsoft Visio
Graphic Design Masterclass,
Adobe Premiere Pro

CAREER STATEMENT

"I feel that my greatest strength is an enthusiastic, tenacious and proactive approach to my work"

CAREER HISTORY

08/22 – to date: Manager of Training Design, Development & Testing: BAE SYSTEMS, KFAA ED, Riyadh, then Al-Majma'ah.

- Responsible for building a team of training specialists, tracking courseware development across English, Scientific, and Technical Departments and seventy-two courses, and reporting on progress to the leadership team.

09/20 – 08/22; Lead Curriculum Design & Development

Specialist (and Acting Manager): BAE SYSTEMS, KFAA ED, Riyadh.

- Using a systems approach to training (SAT), I guided teams or subject matter experts (SMEs) to develop new courseware to ensure it was creative and engaging across multiple specialities and aligned with the company Change Management Plan and client branding expectations.

04/13 – 09/20; SELI Curriculum Design & Development: BAE SYSTEMS, KFAA ED, Riyadh.

- Liaising with the Standards and Evaluations department (STANEVAL) and drafting policy documentation; organizing & delivering PD sessions; counselling cadets on academic and disciplinary matters; assisting in scheduling and timetabling; preparing the department for audit visits and external assessment.

01/11 – 03/13; Corporate Training Coordinator: British Council,
Diplomatic Quarter, Riyadh

- Supporting the Training Manager in administrative, marketing and academic management for off-site courses: placement testing; transport arrangements & accounting petty cash flow; preparing client reports and certificates; line managing hourly-paid teachers and coordinating staff at off-site venues.

09/09 – 01/11; English Language Teacher: Diplomatic Quarter, Riyadh

- A1 to B2 for on-site and off-site corporate clients; IELTS 18 hour rolling courses and placement testing. Lessons taught using Interactive IWB's; course design for an 18-hour IELTS course. British Council, Diplomatic Quarter, Riyadh.

07/09 – 09/09; English Language Teacher: Interlanguage, Kensington, London.

- B1 & B2 adult classes, Discovery Summer School, Earls Court, London; also, TOEFL writing 1-to-1 courses for a Nokia business executive.