ZOLTAN FABRY

Senior Technical Trainer | AI Enablement Specialist

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PROFESSIONAL SUMMARY

AI-forward technical trainer with 6+ years enterprise experience and hands-on LLM deployment expertise. Scaled training programs globally (500+ live learners, 5K-10K via digital content), implemented AI workflows reducing content production by 40%, and drove 75% LMS cost reduction. Combines technical depth with communication skills to accelerate AI adoption.

PROFESSIONAL EXPERIENCE

PROS (now Conga) | Houston, TX (Remote) | September 2019 - Present

Senior Technical Trainer (June 2022 - Present) | **Technical Trainer II** (September 2019 - June 2022)
- Train 500+ learners globally through live, virtual, and on-demand sessions
- Architected AI-enhanced content workflows reducing production time by 40% while maintaining quality standards
- Led LMS migration from Cornerstone to Docebo, delivering 75% cost reduction and scaling to 500 concurrent students
- Develop 7 video libraries with AI voiceover; own 4 flagship certification courses (Quoting 310-340) in 3 delivery formats
- Created Power Automate workflow automating training environment management; maintain 6 servers with Salesforce SSO
- Certified SME for Smart CPQ platform with CRM integration expertise (Salesforce, Microsoft Dynamics)

United Airlines | Houston, TX | July 2011 - October 2019

Technical Writer
- Primary writer for General Maintenance Manual (GMM) serving 10,000+ maintenance personnel globally
- Led Electronic Logbook implementation (2-year project, on schedule); received United 100 Award twice
- Co-led GMM restructuring for FAA compliance; coordinated with 60+ SMEs on 2,000+ pages of documentation
- Developed XML/S1000D expertise; created Adobe LiveCycle training for users and administrators

TECHNICAL SKILLS

AI & Automation: Local LLM deployment (Ollama, 70B models), AI agent development (Claude Code), Python, Bash, Docker, Linux

Enterprise Tools: Camtasia (certified), Descript, Power Automate, Docebo LMS, Salesforce (user mgmt, SSO), SharePoint

Documentation & Media: XML/S1000D, Technical Writing, FAA compliance, Video production, AI voiceover workflows

EDUCATION

University of Houston | BA Communications (Media Production), Cum Laude | Minor: Graphic Design & Digital Distribution

Houston Community College | Associate of Science

PROJECTS

JARVIS: Personal AI ecosystem on dual RTX 3090s (48GB VRAM). Built Python CLI, integrated Ollama for 70B models, created AI workflow agents. Demonstrates AI deployment, prompt engineering, and system integration expertise.