

TYLER LOCKE

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Portfolio: zareli.ai | builtbytl.dev

Training Operations & Reporting • AI-Assisted Tool Building • Learning Systems

PROFESSIONAL SUMMARY

Learning & Development professional who builds the tracking and reporting systems behind training operations, and who uses AI development tools to turn messy operational problems into working solutions. Designs and maintains the Excel, SharePoint, and Power Automate trackers the training team runs on. Built and deployed zareli.ai independently — a live AI assistant that audits Excel workbooks for structural defects — directing AI coding tools through architecture, build, and deployment. Trained 4,000+ people and mentors other trainers. Currently working toward Microsoft DP-900 and Power BI Data Analyst (PL-300) certification.

CORE SKILLS

Data, Reporting & Tracking: Microsoft Excel — formulas, conditional formatting, sorting and filtering, tracker design; Microsoft 365; SharePoint (site creation, lists, permissions); Power Automate (building flows from scratch); attendance and assessment tracking; readiness reporting; data organization and cleanup

AI-Assisted Development: Claude Code; Claude; ChatGPT; scoping and directing AI tools to build working applications; prompt-driven prototyping; reviewing, testing and deploying AI-generated solutions; shipping internal tools end to end

Learning Systems: Docebo (LMS); content libraries; version control and naming standards; Webex facilitation

Instructional Design: Digital-first learning design; new-hire and upskilling curriculum; scenario-based learning; job aids and performance support; needs analysis with SMEs; assessment design; Adobe Captivate and Articulate 360 (working knowledge, actively developing)

Facilitation & Leadership: Instructor-led and virtual facilitation; mentoring and onboarding other trainers; SME partnership; stakeholder communication; translating technical processes for non-technical audiences

PROFESSIONAL EXPERIENCE

Learning & Development Specialist

NYU Langone Health | December 2022 – Present

Design, facilitate, and continuously improve new-hire and upskilling programs across Hospital Billing, Patient Access, Accounts Receivable, and Customer Service.

Training Operations, Data & Reporting

- Built the Excel, SharePoint, and Power Automate tools the training team uses to track scheduling, attendance, assessment scores, learner readiness, and program outcomes, replacing manual tracking and giving facilitators and leadership shared visibility.
- Analyze assessment trends, learner feedback, and classroom observation data to identify content gaps, then revise curriculum and materials based on what the data shows.
- Create and administer SharePoint sites, lists, and permissions used to store, structure, and share training records, content libraries, and reporting across the department.
- Own and maintain the reporting tools and content libraries the department depends on, including naming standards, version control, and organization.
- Build Power Automate flows from scratch to automate recurring reporting and tracking tasks, cutting manual data entry and improving the accuracy of training records.
- Serve as the team's go-to resource for operational and reporting problems, using AI tools to turn colleagues' requests into working spreadsheets, trackers, and documents.

Learning Design & Development

- Built large, classroom-ready digital training files using AI-assisted web development, supporting delivery, learner navigation, process reinforcement, and facilitator consistency.
- Build interactive learning content in Captivate and Articulate 360, including knowledge checks and scenario practice.
- Translated complex healthcare billing and operational workflows into learning paths, visual walkthroughs, job aids, and performance support resources.
- Use AI tools throughout content production — drafting, prototyping, scenario generation, cleanup — applying instructional judgment to review and revise every output before it reaches learners.

Facilitation, Coaching & Team Support

- Facilitate new-hire and upskilling classes across Hospital Billing, Patient Access, Accounts Receivable, and Customer Service, adapting delivery to varied experience levels.
- Mentor and onboard other trainers, sharing facilitation practices, materials, and the tooling that supports them.
- Coach learner performance through live feedback, structured practice, and targeted remediation.
- Partner with SMEs, leadership, and department stakeholders to diagnose workflow gaps and align content with operational needs.

Call Center Representative

Fusion BPO Services | January 2022 – December 2022

- Delivered accurate, high-volume customer support while navigating multiple systems, policies, and performance expectations in real time.
- Maintained quality and productivity standards in a metrics-driven environment.

Mobile Expert

T-Mobile Express Stores | July 2021 – February 2022

- Recognized among the store's top performers for sales results, productivity, and accuracy.
- Explained technical products in plain language, matched solutions to customer needs, and exceeded sales targets through consultative positioning.
- Strengthened customer education, retention, and troubleshooting skills in a retail technology environment.

Sales Associate, Lumber & Building Materials

The Home Depot | May 2020 – July 2021

- Operated forklifts and powered material-handling equipment to receive, stage, and stock high-volume inventory.
- Supported customers with product selection and order fulfillment while maintaining safety and inventory-accuracy standards.

Martial Arts Instructor

Karate Atlanta | February 2017 – May 2020

- Led up to 12 classes per day for groups of 5 to 30 students, adapting instruction to different ages, confidence levels, and learning styles.
- Built early instructional leadership, classroom management, learner motivation, and feedback skills through high-volume teaching.

PROJECTS & BUILDS

zareli.ai — AI assistant with deterministic Excel auditing · built and deployed independently

- Identified a gap between what Excel reports and what users need: a cell shows an error, but not why. Designed a component that parses workbook structure and names concrete defects — broken conditional-formatting references, formulas reading blanked merged cells, circular references, stored error values — down to the specific sheet and range.
- Chose a deterministic parser rather than model calls for the audit, making findings reproducible and free to run; a conversational layer handles follow-up questions about the file.
- Directed architecture, product decisions, verification, and the standards governing what the system is permitted to claim; implementation written by AI coding tools under my direction.
- Stack: FastAPI, React/TypeScript, Postgres, Anthropic models; deployed on a VPS behind Cloudflare with GitHub Actions CI/CD. Live, with a small group of early users.

builtbytl.dev — Learning technology portfolio

- Portfolio of web-based classroom files and interactive learning assets, produced by directing AI development tools and refining output against instructional requirements.

EDUCATION & PROFESSIONAL DEVELOPMENT

Mill Creek High School | High School Diploma

In progress: Microsoft Certified: Azure Data Fundamentals (DP-900) and Power BI Data Analyst Associate (PL-300).

Continuing development: SQL, Power BI, AI-assisted development, and Microsoft 365 automation.