

Curtis Irwin

LEARNING & DEVELOPMENT LEADER

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PROFESSIONAL SUMMARY

Learning & Development leader with 20+ years designing and scaling learning across EMEA. Currently building leadership development at Amazon, turning skill gaps into career breakthroughs through technology, product thinking and facilitation. Led teams of 50+, trained 1,100+ leaders directly, delivered in 9 countries and reached 40,000+ leaders through scalable programmes - with 97% satisfaction and a combined NPS of +74.

KEY ACHIEVEMENTS

- 1,100+ leaders trained directly; 40,000+ reached through scalable programmes.
- Led teams of 50+ across 4 managers and 20+ designers, product managers and technologists.
- Delivered 80+ workshops in 9 countries with a 97% satisfaction rate and +74 combined NPS.
- 20+ years in L&D spanning instructional design, learning product and leadership facilitation.

EXPERIENCE

Amazon

2016 - Present

From payroll training in Bratislava to scaling leadership development for 40K+ leaders across EMEA - building teams of 30+ and turning L&D into a product discipline.

Sr. Learning Program Manager, Leadership Development

2025 - Present

London, UK

- Co-own the "Leaders as Facilitator" certification, qualifying business leaders to facilitate at scale.
- Enabled the organisation to reach 40,000+ leaders through a scalable facilitation model.

Manager, Learning Product Design

2023 - 2025

London, UK

- Led 6 Product Managers and Technologists building technical learning infrastructure for EU Transportation Services.
- Applied product-management thinking to people development, treating learning as a product discipline.

Manager, Learning Experience Design

2022 - 2023

London, UK

- Scaled and led a team of 20 designers and 4 managers across EU & UK Sort Centers.
- Reached 10,000 employees with training that closed skill gaps through diverse modalities and emerging tech.

Sr. Learning Experience Designer

2019 - 2022

London, UK

- Designed end-to-end learning for Amazon 4-Star stores and EU Vendor Managers.
- Built mobile-first training apps, evaluation frameworks and performance-support tools.

Global Payroll Training Program Manager

2016 - 2019

Bratislava, Slovakia

- Built instructor-led and eLearning programmes for global payroll compliance.
- Created the "Peculiar Partnership" programme connecting vendors to Amazon culture.

AT&T

2005 - 2015

Built operations from scratch, led global teams across India and Europe, and designed leadership programmes that shaped hundreds of managers.

Senior Project Manager

2012 - 2015

Bratislava, Slovakia

- Managed an India-based team supporting enterprise customers and designed global sales-enablement learning.

Senior Project Manager, Communications & Training

2011 - 2012

Bratislava, Slovakia

- Designed and deployed operational-process and professional-skills training across job families.

Operations Manager, Project Management

2009 - 2011

Bratislava, Slovakia

- Established go-to-market service-delivery operations from scratch; hired and developed 15 Project Managers.

Transition Project Manager

2007 - 2008

Bratislava, Slovakia

- Led a business-unit transition and expansion to the Kosice Center while managing regulatory compliance.

Trainer & Leadership Development Program Manager

2005 - 2007

Bratislava, Slovakia

- Designed leadership programmes for first- and second-level managers; led the Management Assessment Program.

Independent Trainer

2003 - 2005

Professional Communications Training

2003 - 2005

Bratislava, Slovakia

- Delivered professional-communications training to individuals and organisations before joining AT&T.

CORE SKILLS

Learning Design - Team Leadership - Change Management - EdTech & AI - Performance Strategy - Leadership Facilitation - Instructional Design - Learning Product Management - Program Management

CERTIFICATIONS

- Core Strengths SDI Facilitator
- Liz Wiseman Multipliers & Impact Players Facilitator
- Situational Leadership II Facilitator
- FranklinCovey Leading at the Speed of Trust
- CrossFit Level 1

EDUCATION

B.S. Communications

Drury University - Springfield, MO, USA