ODHRÁN (ORAN) ROCHE

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Learning and Development Lead

Training and documentation specialist with eight years of experience building enterprise training programs for global support and engineering teams, plus a computer science degree and three years of technical experience. Skilled in curriculum design, training content creation, facilitation, instructional design, employee coaching and performance improvement. Academic and practical experience working with AI systems and task automation.

EXPERIENCE

Senior Technical Writer, Learning & Development **August 2024 – June 2026**
Orange Logic
Waterford, Ireland (Remote)

- Built and ran the software engineer onboarding program, providing a standardised technical training process
- Defined the training strategy and roadmap, aligning HR and engineering leadership training processes
- Led hiring interviews and assessments to grow the L&D team, trained new team members
- Set documentation quality standards, coached technical contributors in documentation and writing best practices
- Designed and built an LLM agent to help review content against style standards

Technical Content Developer **April 2021 – July 2024**
IBM
Sofia, Bulgaria

- Built learning programs for hardware support engineers, combining video, interactive modules and documentation
- Edited educational content before publication, trained new content developers in writing standards and processes
- Designed and led the onboarding for new content developers; supervised and coached a team of interns
- Coordinated an internal communications team for a global DEI program; published a newsletter reaching 1000+ employees

Technical Trainer **November 2018 – April 2021**
Tungsten Automation
Sofia, Bulgaria

- Built and deployed a technical skills training program for onboarding and upskilling support engineers
- Administered the LearnUpon LMS and built reusable online modules with guides, videos, diagrams, and quizzes
- Delivered in-person and virtual training and workshops
- Set training KPIs, measured and reported training progress to management
- Managed the technical training portfolio, updating and sunsetting courses as needed

Software Engineer **May 2017 – November 2018**
Paysafe Group, Sofia, Bulgaria

Operations Engineer **January 2014 – April 2016**
MasterCard Worldwide, Dublin, Ireland

EDUCATION

University College Dublin **September 2009 - June 2013**
Bachelor of Science in Computer Science

- A four year degree covering theoretical and practical computer science. Focused on artificial intelligence, including modules about machine learning, computer vision, natural language processing, and nature-inspired algorithms.

VOLUNTEER PROJECTS

- Founder, FindARescue.ie
- Leader, Clonmel Community Pride (2024-2025)
- Internal Communications Leader, IBM LGBTQ+ BRG (2021-2024)

SKILLS

- Learning design: Needs analysis, instructional design, onboarding, assessments, reporting, technical writing
- Team development: Coaching and feedback, hiring, quality standards, team onboarding
- Tools: LearnUpon, Moodle, Articulate, Adobe FrameMaker, Canva, Lucid, Camtasia, Monday, Claude
- Technical: Java, SQL, Linux, Bash, Agile, Kanban
- Languages: English (native), Bulgarian (A2), Irish (A2)