

Justin Hyatt

Workforce Performance Strategist

Strategy · Design · Implementation

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PROFESSIONAL EXPERIENCE

CUNY - College of Staten Island

New York, NY · Feb 2024 – Present

Senior Workforce Curriculum Specialist

- Designed and launched a pilot LMS centralizing course delivery, participant communications, and program data. Now live across 5 programs with department-wide integration in progress.
- Co-developed AI-powered client simulation tools with Glimpse AI, integrated into 1199SEIU union contract training programs to give trainees realistic, scalable practice environments for high-stakes client interactions.
- Integrated VR learning environments (Interplay SkillMill) into workforce curricula, increasing interactivity and reducing time-to-competency for technical skill acquisition.
- Conceived and designed a knowledge management system that reorganized program data, streamlined staff access to resources, and reduced operational friction across the department.
- Collaborated with SMEs to build multi-tiered, industry-aligned curricula for specialized workforce training programs, ensuring alignment with sector standards and participant learning objectives.
- Designed and administered formative and summative assessments to evaluate learning outcomes, inform continuous curriculum improvements, and report program effectiveness to stakeholders.
- Trained instructors and program staff on newly deployed systems and adult learning strategies, building internal capacity across the team.
- Contributed to grant proposals and program development initiatives to secure funding and expand program offerings.

The Door - A Center of Alternatives

New York, NY · Sep 2022 – Jan 2024

Learning Strategist & Lead Educator

- Designed and delivered multi-tiered curricula for transition-age youth and young adult learners, targeting literacy, critical thinking, mathematics, and social-emotional development.
- Provided group and one-on-one advisement, tutoring, and reflection sessions supporting diverse learners across a wide range of backgrounds and ability levels.
- Partnered with Program Directors to lead instructional team initiatives including test coordination, program exhibitions, and resource allocation.
- Administered summative and formative assessments to continuously refine instructional strategies and improve learner outcomes.

Brooklyn Public Library

New York, NY · Apr 2016 – Nov 2019

Head of Curriculum & Lead Instructor

- Designed, developed, and facilitated three integrated components of the Young Adult HSE program: HSE/GED readiness, workforce development and internship placement, and social support/case management.
- Led the instructional team as Head Facilitator, directing the Work Readiness Coach and Case Manager and running weekly curriculum development workshops, reflection sessions, and student case conferencing.
- Managed communications and coordination across multiple stakeholder organizations to maintain program alignment and delivery quality.
- Supervised up to 10 student interns per cohort cycle across program operations, projects, and participant support.

Lunita.nyc

New York, NY · Jan 2020 – Feb 2023

Founder, Producer & Creative Director

- Founded and operated an independent educational media platform producing podcast content and written editorial on personal growth, social awareness, and emotional development.

- Managed all operations: show format, website development, content delivery, marketing, partnerships, financial operations, and sponsorships.
- Engineered audio production and directed all social media strategy and content channels.

Turning Point Brooklyn

New York, NY · Feb 2016 – Dec 2017

Advanced-Level HSE Instructor

- Designed and facilitated advanced ELA and Social Studies curriculum for HSE cohorts of 25+ culturally diverse adult learners.
- Supported 150+ students in pursuit of their HSE diploma, achieving a 70% graduation rate.
- Facilitated individual case conferencing and counseling with program participants.

Community Impact - Columbia University

New York, NY · Jan 2015 – Apr 2016

HSE Language Arts & Social Studies Instructor

- Designed and delivered HSE instructional curriculum for classrooms spanning all learning levels.
- Supported 100+ adult learners in pursuit of their HSE diplomas.

Gotham Valuation

New York, NY · Dec 2012 – Mar 2016

Head of Operations & Knowledge Systems

- Directed an 8-person team ensuring accurate, on-time delivery of appraisal reports across lender, client, and appraisal management systems.
- Designed and maintained a centralized knowledge management system organizing financials, appraisal records, and data on 70,000+ NYC residential units, improving operational efficiency and data accessibility organization-wide.
- Served as primary liaison for all communications between institutions, clients, and internal teams.

EDUCATION

Indiana University of Pennsylvania

Indiana, PA · May 2011

Bachelor of Arts in Journalism · Minor in Philosophy

CORE COMPETENCIES & TOOLS

Workforce & Performance Strategy: Program Design & Evaluation, Needs Assessment, Stakeholder Management, Grant Writing Support

Learning Systems Design: LMS Architecture, Curriculum Development, Instructional Design, Knowledge Management Systems

Emerging Technology: AI Simulation Tools (Glimpse AI), VR Learning Environments (Interplay SkillMill), LMS Platforms

Facilitation & Coaching: Adult Learning, Group Facilitation, One-on-One Advisement, Instructor Training

Software: Microsoft Office 365, Google Workspace, Adobe Creative Suite, Affinity Suite, TechSmith Camtasia & Snagit

Strengths: Systems Thinking, Cross-functional Collaboration, Process Optimization, Written & Verbal Communication

PROFESSIONAL AFFILIATIONS

Union Member

2016 – Present

NYSUT United · 1199SEIU · DC37

Community Board Member

2018 – 2023

Brooklyn Community Board 10