



## **E-learning Designer (Product Adoption Specialist)**

**Poznań, Poland | Work Model: Hybrid, once a week work from the office**

At Cognizant, we are dedicated to help the world's leading companies build stronger businesses — helping them go from doing digital to being digital. In Poland, our offices are in Gdansk, Wroclaw, and Krakow. With the capacity to support various clients, we offer a world of opportunities for both professionals and graduates. You can expect five-star training, a chance to realize your career goals, and a range of benefits.

The E-Learning Designer role involves creating engaging e-learning materials to enhance user experience and maximize the value of our client's applications. Working within the Product Adoption Team, you will collaborate with key stakeholders to develop and implement a comprehensive product adoption strategy. This role offers the opportunity to make a significant impact on user interaction with our client's products.

### **What you'll do:**

- Design and create tailored training materials for diverse user groups and skill levels.
- Develop and update engaging online training content, presentations, guides, videos, and interactive modules.
- Manage knowledge articles in ServiceNow (SNow) for accurate user information.
- Create interactive content in digital adoption platforms like WalkMe.
- Conduct training sessions and workshops for application users.
- Provide ongoing support and guidance, troubleshoot issues, and offer best practices.
- Use various platforms and tools for effective communication of product updates and best practices to users.
- Implement diverse training methods, collaborate with experts for material development, and create communication plans to inform users about changes and support options.

### **Skills & Experience:**

- Proficiency in English.
- Excellent written and verbal communication skills for technical information.



- Experience with e-Learning platforms like Articulate 360, Adobe Captivate, MyLearning.
- Experience in graphic/video content creation using tools like Powtoon, Adobe, Canva.

**Good to have:**

- UX design certification or experience
- Knowledge of ServiceNow (SNow) or similar knowledge management platforms.
- Knowledge of Adobe Creative Cloud (Photoshop, Illustrator, After Effects, Premiere, and Audition).
- Experience with video production/editing and recording/editing voice-over audio.
- BA in Communications, Education, Business Administration, or related field.

**We offer:**

- Opportunity to be part of a global organization focused on development,
- Open-minded and multinational environment,
- Training & development opportunities,
- Professional development and clear career path,
- Extensive benefits package: Multisport Card, Lux Med medical healthcare including dental care, life insurance, cafeteria benefits.

For more information about us, visit [Cognizant Poland](#).

Stay up to date with our recent events – follow us on [LinkedIn](#) or [Facebook](#).

If you are looking for another opportunity and are interested in the company, do not hesitate to apply online!

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status.

**Please apply via: <https://careers.cognizant.com/global-en/jobs/00059006961/e-learning-designer-product-adoption-specialist/>**