

Nick Kostalas

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Instructional Designer and Technical Writer/Editor

User-focused instructional design specialist with a successful track record in developing engaging and effective eLearning curricula across multiple mediums—including web-based, instructor-led, and hybrid training—that drive performance, improve operational efficiency, and deliver results.

Eagle-eyed technical writer and editor with a passion for safety and clear communication. Comfortable translating between jargony technical language, high-level executive summary, and beginner's mindset.

Critical thinker and motivated problem solver who sees every challenge as an opportunity to find a creative solution. Adept at rapidly downloading technical information and distilling it into efficient learning material for novice and expert audiences alike. Constantly improving processes and outcomes.

Expertise

Industry acumen: Instructional design | Technical writing | Technical editing | ISO and SAE standards | Curriculum development | Publishing | Content creation | Content management | Document management | Version control | Learning experience design (LXD) | User experience (UX) design | Design thinking | Interaction design | eLearning | Adult learning theory | Knowledge management | Process improvement | Quality assurance | LMS administration | Data analysis | Task analysis

Leadership: Project management | Stakeholder engagement | Executive relations | Coaching | Mentoring | Training | Facilitation of instruction | Presentation | Strategic project planning

Technical: Articulate Storyline and Rise | MadCap Flare | Adobe Photoshop and Illustrator | Atlassian Confluence and Jira | Schoox LMS | HTML | XML | CSS | SQL | Google Workspace | Microsoft 365 | PowerPoint | Excel | Word | Dassault Systèmes 3DEXPERIENCE (3DX) | CATIA Composer

Experience

Production Editor, Technical Publications | Rivian Automotive

12/2024 – 9/2025

Published user-facing technical documentation to vehicle software and [Rivian.com](https://www.rivian.com), working with technical writers and software engineers to carefully usher projects through multiple stages of production, ensuring quality, accuracy, and consistency at every step.

- Performed comprehensive quality assurance reviews on 2,000+ pages of safety-regulated vehicle owner's guide material every four weeks
- Compared material against both change log and previous version while ensuring accuracy, completeness, clarity, and adherence to style guide
- Identified a critical flaw in the publishing process and secured approval from leadership to implement changes including adding failsafe steps, improving documentation, and using automation—resulting in improvements to data security, product quality, and efficiency
- Led an improvement initiative to update and validate process documentation across the department, including revising internal help guides based on current best practices
- Edited XML files in large, version-controlled MadCap Flare projects, fixing errors and upholding standards in content, style, and formatting

Interactive Media and Instructional Designer, Technical Training | Lucid Motors 4/2022 – 3/2024

Collaborated with cross-functional teams—including 20+ engineers, technicians, and subject matter experts—to perform needs analysis, gain a deep understanding of the material and audience, create useful technical resources, and develop and administer training programs.

- Successfully delivered 20+ projects ahead of deadline by communicating with key stakeholders and strategizing detailed roadmaps that outlined priorities, timelines, and quality standards
- Authored 12+ hours of SCORM-based technical training courses on safety-critical subjects including vehicle systems design, theory of operation, and repair procedures, supporting a global team of 150+ electric vehicle service technicians
- Designed and built 60+ slides of sophisticated and user-friendly interactive multimedia activities, crafting an engaging user experience and enabling students to develop proficiency through exploration and practice
- Administered Schoox learning management system (LMS) for 200+ users: managed course library, provided responsive learning support and troubleshooting, and created detailed software walkthroughs in Tango
- Collected, analyzed, and acted on user experience data for 20+ courses: measured course effectiveness, provided data-driven recommendations to leadership, and implemented content and functionality improvements, resulting in a 20% increase in first-attempt pass rates

Instructional Designer, Technical Writer, and Technical Editor | Freelance 4/2019 – 4/2022

Consulted directly with executives and top leadership to gain a deep understanding of organizational objectives and available resources. Leveraged insights and expertise to create business plans, training content, and technical documentation.

- Consulted with a startup to study the competitive environment in online driver education, gather and assess regulatory requirements in 10+ U.S. states, map out a strategy for a comprehensive curriculum and course library, and plan an innovative single-source approach to content development
- Developed interactive web-based multimedia driver education courses for teens and adults
- Edited, validated, and localized 200+ pages of technical documentation for accuracy, consistency, and alignment with style guide
- Key clients include **Aceable, Inc.** (U.S.) and **SB Works Co.** (Japan)

Curriculum Developer, Driver Education | eDriving 5/2011 – 4/2019

Developed 20+ online training courses and an innovative video-based microlearning app ([Mentor](#)) on subjects including vehicle operation procedures, highway safety design, and safe driving best practices.

- Worked independently and collaborated with designers to produce 200+ instructional graphics, games, interactive 3D simulations, worksheets, audio scripts, and storyboards for original video
- Took initiative to develop standard procedures for collecting, analyzing, and acting on user feedback, increasing student pass rates with targeted changes to content and assessments

Education

Bachelor of Arts in Rhetoric | University of California, Berkeley

5/2009