

JACK MURRELL

AI Trainer & Technical Instructor | Microsoft 365 Copilot, GenAI & Workplace Adoption

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PROFESSIONAL SUMMARY

AI Trainer and Technical Instructor with six years' experience designing and delivering technical education for 400+ adult learners across apprenticeships, Skills Bootcamps, FE/HE and employer-facing programmes. Specialises in translating GenAI and Microsoft 365 Copilot into practical workplace application through role-based coaching, use-case development, workflow improvement, prompt engineering, responsible AI and impact measurement. Experience includes enterprise apprenticeship coaching, AI curriculum design, paid workshops and low-code automation. Microsoft Certified: AI Business Professional and PGCE-qualified, combining technical expertise with structured facilitation, coaching and assessment practice.

CORE SKILLS

- AI Training & Adoption: Generative AI literacy, prompt engineering, Microsoft 365 Copilot, responsible AI, workplace use cases, productivity improvement, output verification, data privacy and human oversight
- Workflow Automation: Microsoft Power Platform, Power Automate, Zapier, Microsoft Forms, SharePoint, Excel, Teams, Google Sheets, CRM workflows, workflow mapping, trigger-and-action design and multi-step automation
- Training & Curriculum: Technical training, virtual and in-person facilitation, curriculum design, apprenticeship delivery, assessment alignment, learner coaching, progress reviews, intervention planning and stakeholder engagement
- Platforms & Tools: ChatGPT, Claude, Gemini, Microsoft 365, Google Workspace, Coda, learning management systems, Git, Jira, Confluence and Python fundamentals
- Additional Technical Experience: Unreal Engine 5 and Blueprints

PROFESSIONAL EXPERIENCE

AI Cohort Coach

06/2026 – Current

Multiverse

- Coach apprentices across AI and data programmes within a high-volume enterprise delivery model with maximum caseloads of 119 learners
- Deliver live individual and group coaching to employees of enterprise organisations across telecommunications, financial services, technology and professional services
- Coach apprentices on the AI-Powered Productivity programme, applying Microsoft 365 Copilot and GenAI to real workplace processes
- Guide work-based projects that identify AI-addressable workflow gaps, define success metrics and measure productivity, efficiency, cost savings and business impact
- Develop learners as workplace AI champions, supporting responsible Copilot adoption through prompt engineering, data privacy, security, governance and effective human oversight
- Lead progress reviews with learners and managers, using performance data to identify risks, agree interventions and maintain programme progress

Founder & AI / Technical Training Consultant

02/2025 – Current

Blaze Games Ltd (part-time)

- Founded an independent AI and technical training consultancy supporting workplace AI adoption, staff upskilling, curriculum design and commercial workshops
- Delivered a paid applied-AI workshop for early-stage founders through Teesside University, covering research, idea validation, prompt engineering, responsible AI and Claude-based prototyping
- Developed practical Microsoft Copilot and GenAI training resources covering workplace use cases, prompting, output verification, data privacy and responsible adoption
- Designed and deployed AI Readiness and Training Needs diagnostic tools to identify capability gaps, adoption priorities and structured development needs
- Built a Zapier lead-management workflow connecting website enquiries and bookings with Google Sheets, automated acknowledgements and follow-up tasks

IN4 Group — The Creative Engine

- Co-developed two AI apprenticeship programmes, contributing to curriculum architecture, delivery sequencing, learning outcomes and assessment alignment
- Designed and delivered cohort-based training on practical AI-supported workflows, digital skills, technical confidence and workplace application
- Created learning materials and assessment-aligned activities that translated AI concepts into accessible, project-based learning for adult learners
- Applied Microsoft 365 and GenAI tools to curriculum design, documentation, learner support, resource development and internal workflows
- Managed learner progress, individual tutorials, intervention planning, employer expectations and outcome reporting across technical programmes
- Delivered Unreal Engine training through government-funded Skills Bootcamps, supporting adult learners and career changers

EDUCATION & CERTIFICATIONS

Microsoft and AI

- Working toward Microsoft Certified Trainer (MCT), 2026
- Microsoft Certified: AI Business Professional (AB-730), 2026
- Teaching AI Fluency – Anthropic, 2026
- AI Fluency for Educators – Anthropic, 2026
- Google AI Essentials – Google, 2026

Teaching and Assessment

- Level 3 Award in Education and Training – City & Guilds, in progress
- Level 3 Certificate in Assessing Vocational Achievement – City & Guilds, in progress
- PGCE – University of Hull/SCITT, 2020
- Designated Safeguarding Lead, Level 3 – City & Guilds, 2026

Additional Professional Credential

- Unreal Authorized Instructor Gold – Epic Games, 2024–Current