

CLIENT NAME

Address • City, State • Phone Number • Email Address • LinkedIn Profile



INSTRUCTIONAL DESIGNER/PROJECT MANAGER/TRAINER

CURRICULUM DEVELOPER • KNOWLEDGE MANAGER • TECHNICAL WRITER

Instructional Designer, Project Manager and Learning Development professional with a passion for Human Performance Technology. Effectively harnessing a high level of education, knowledge, innovative spirit, solid technical background, and passion for learning in order to resolve performance issues at all levels within an organization. A Master of Science Degree in Organizational Performance Workplace Learning (OPWL) and hands-on experience as an Instructional Designer creates the level of experience needed to employ advanced educational theory in order to create and develop in-depth instructional materials. An effective and efficient Project Manager experienced in working virtually and managing cross-cultural project teams.

Leadership and learning are indispensable to each other.

John F. Kennedy

AREAS OF KNOWLEDGE & EXPERTISE

Learning Management Systems-Moodle & Blackboard • Instructional Design (ADDIE & SAM) • Adult Learning Theory • Blended Learning • Course Development • e-Learning Development • Program Evaluation • Organizational Development • Human Performance Technology (HPT) • Needs Assessment • Project Management • Storyboarding • Technical Writing • Hard and Soft Technologies Study and practice of Knowledge Management (KM) • Mind & Process Mapping • Research Methodology with emphasis on Evidence Based Practice • SCORM Compliance • Instructional Techniques and Technology

INSTRUCTIONAL DESIGN/PROJECT MANAGEMENT EXPERIENCE

Ebix, Atlanta, GA

Worked as a technical project manager and transitioned into **instructional design**. As an Instructional Designer, used the ADDIE Model as a navigator to create training modules. Information was collected, analyzed, and a project plan composed. Collaborated with project team members to analyze, design, develop, implement and evaluate the training documents. Level 1 and Level 2 program evaluations were conducted to inquire about the learner's reaction to the training and to measure the learner's newly acquired knowledge.

As a project manager, responsible for developing project teams, writing project plans, and implementing the final project to ensure all deliverables were met.

- **Technical Document Creation:** Designed and developed participant and user guides for internal instructor-led classes. This process included researching information for the curriculum, planning the content to be presented, and composing the content for both user and participant guides.
- **SharePoint Repository Management:** Wrote and composed additional training content for the healthcare portal and preserved online course content for internal and external users.
- **Task Analysis and Job-Aid Formation:** Administered implementations during open enrollment to better understand the user's job tasks – recorded this information into documentation for user's job function
- **Effective Project Management:** Planned, coordinated, and executed projects using the project life cycle and Systems Development Life Cycle (SDLC) methodologies. Projects consisted of data center migrations, integration of new acquisitions into Ebix corporate IT infrastructure, and the research of IT resources that were the most cost-effective for the company.
- **Tenacious Problem-Solving:** Demonstrated ability to overcome obstacles, break paradigms and accomplish strategic initiatives by managing the creation and implementation of IT processes for data-center backups and all of Ebix's infrastructure changes. Heavy emphasis on the Change Management Process.

Relevant HPT Coursework

Masters of Science In Organizational Performance Workplace Learning (OPWL)

Foundations of Instructional Design

Advanced Instructional Design

Needs Assessment

Principles of Adult Learning Theory

Thinking In Systems

Evaluation Methodology

Evidence Based Practice (EBP)

Workplace Performance Improvement

McKesson RelayHealth, Alpharetta, GA (Internship)

Created and developed an unforgettable video concept to be used for onboarding new hires and recent hires; the creative concept was adapted from the movie "The Matrix Reloaded" the new title used in this onboarding was called "RelayHealth Reloaded". This video explained RelayHealth's (a division of McKesson) revenue life cycle that involved what happens when a patient incurs a claim until the time it is paid.

- Defined learning objectives for onboarding video.
- **Directed and Executed Organizational Analysis:** Gathered the necessary project requirements which included information about the Revenue LifeCycle (RLC), identify the SMEs for each product, and what made up the RLC
- **Added Value to Organization:** Collaborated with project stakeholders and Subject Matter Experts (SMEs) to:
 - ▶ Created project plan for onboarding training
 - ▶ Assemble and incorporate information from SMEs to design and development training materials
 - ▶ Gather feedback from upstream and downstream stakeholders regarding the development and impact of the onboarding training for its users
 - ▶ Co-author storyboard and script for onboarding training video. Directed, acted, and produced video using Microsoft Movie Maker and Audacity
- **Analytical Thinking and Clear Communication:** Ability to quickly assimilate data, draw logical conclusions and formulate grounded recommendations that forward organizational goals.

Key Job Performance

Video Developer

Storyboard

Collaboration with SMEs

Facilitator

TECHNICAL SUMMARY

Operating Systems: Windows (all), UNIX (AIX, Sun Solaris), MacOSX; **Applications:** Articulate Studio 9 & Storyline, Camtasia, Captivate 6, Snagit, Lotus Notes, Audacity, and MS Office; **Online Collaboration Tools:** MS Live Meeting, Skype, Twitter, LinkedIn, Facebook, Fuzebox, Google, DropBox, Big Marker, HighTail, Twiki, WordPress, WebEx, and Go-to-Meeting (GTM)

WORK HISTORY

EBIX, Atlanta, GA, Instructional Designer Specialist/Project Manager	2011-2013
MCKESSON RELAYHEALTH, Alpharetta, GA, Instructional Designer (Internship)	2011-2011
ADP, Norcross, GA, Telecommunications Engineer/LAN Administrator	2007-2010
SCIENTIFIC ATLANTA (now CISCO), Lawrenceville, GA, Senior Network Engineer	1999-2005

EDUCATION & TRAINING

Master of Science, Organizational Performance and Workplace Learning (OPWL), Boise State University, Boise, ID
Bachelor of Science, International Business and Marketing, Illinois State University, Normal, IL
Bachelor of Science, Telecommunications Management (Cum-Laude), DeVry University, Atlanta, GA

Training & Certification

Certified Professional Coach (CPC), June 2014
 Workplace-Learning Performance Support (WELPS) Certificate, December 2014

PROFESSIONAL AFFILIATIONS/VOLUNTEER WORK

ATD - Atlanta, ISPI, e-Learning Guild, and African American Women in Technology
Volunteer: United States Peace Corps, Mali, West Africa • Association for Talent Development (ATD) – formerly American Society of Training and Development (ASTD)