

## ACCOMPLISHED CORPORATE TRAINER/INSTRUCTIONAL DESIGNER

*LEVERAGING EXPERTISE IN CURRICULUM DEVELOPMENT, CUSTOMER SUPPORT & ORGANIZATIONAL TECHNICAL TRAINING*

An accomplished trainer/instructional designer with over 23 years of experience in all areas of training, designing, and delivering e-learning and instructor-led materials. Target-driven, results-oriented team member focusing on comprehension and inclusion initiatives. Strong analytical, organizational project manager with the ability to meet strict deadlines, completing projects at or under budget. Experienced process improvement specialist who can support and work with all levels of management as well as individuals of diverse backgrounds and cultures.

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### TECHNICAL SKILLS

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***Fluent in both PC and Macintosh and environments.***

#### **Standard Office Software**

Advanced knowledge Microsoft Office Suite: MS Project, MS Teams, MS Visio, OneDrive, 365 Portal, Adobe Connect, Adobe Acrobat 10, Adobe Captivate, Articulate 360, Articulate Rise, Adobe Photoshop, Adobe Illustrator, Adobe Premiere Pro, Adobe Dreamweaver, Adobe InDesign, Adobe XD, Adobe Audition, Adobe Express, Adobe After Effects, Google Suite, Kronos Workforce Suite, Snag It, Camtasia, Lectora.

#### **Clinical and Proprietary Software**

Allscripts SCM, Touch Works, Allscripts Wand, Sunrise Mobile MD II, Sunrise Pharmacy and ED Manager, Eagle, Mysis, Teleforms, WebCis, Evers, eVital, WebEx, Zoom, SharePoint, Cornerstone, HealthStream, Net-Learning, LMS Administration, NextGen, Centric, EPM/EHR, eClinicalWorks v10 & v10e, Optum 8.5, People 2.0, Patient Safe Solutions, Smart Point-of-Care Mobile Solutions, Cerner, Cure MD, Meditech, Dragon, Walk-Me, Care Fusion, Procore, CMiC Mobile, CS Inspect Safety Reporting, Blue Beam, Work Daybeds, EMIS, DGB Marketing Remedy, B1MCO, Artist Growth, Slack, Tour Manager, AS400, Maximo, Siebel and proprietary healthcare solutions.

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### CONSULTING ASSIGNMENTS

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**INFOJINI, New York City Housing Authority (NYCHA)- New York, NY**

**5/23 to present**

*The New York City Housing Authority (NYCHA) is a public development corporation which provides public housing in New York City and is the largest public housing authority in North America.*

#### **Instructional Designer Consultant**

##### **Key Accomplishments**

- Collaborate with departments and experts to assess training needs for NYCHA employees. Develop engaging activities and compelling content to improve learning retention.
- Collaborate with business units to develop instructional end goals. Utilize strong visual design methodology and conduct research on employees, culture, and contexts to create effective content. Apply tested instructional design theories and methods.
- Develop exercises and activities that enhance the learning process. § Create supporting material/media (audio, video, simulations, role plays, games etc.)
- Create criteria or tools used to assess employee performance against participation in learning activities. § Maintain project documentation, share drives and collaborative software repositories.

**DIVERSANT, Capital One Financial Corporation- New York, NY**

**3/22 to 1/23**

*Capital One is an American bank holding company specializing in credit cards, auto loans, banking, and savings accounts. It is on the list of largest banks in the United States and has developed a reputation for being a technology-focused bank.*

**Senior Learning Consultant**

**Key Accomplishments**

- Analyze learning needs, and design and develop blended learning solutions.
- Design and develop curriculum, programs, learning materials, and performance support tools (including self-study, classroom, eLearning, etc.) based on industry design standards for a given modality (including traditional, web, and mobile design).
- Partner closely with key business partners to translate business intent into engaging learning materials, with a focus (though not exclusively) on digital-first learning methods.
- Design content, including (but not limited to) measurable learning objectives, leaders and participant materials and tools, experiential scenarios and simulations, assessment, and evaluation questions.
- Responsible for the design and development of a diverse set of learning materials to support our Commercial Operations line of business.

**AXIOM LEARNING SOLUTIONS, Shawmut Design and Construction- Boston, MA**

**01/20 to 7/22**

*A national construction management firm with offices in Boston, New York, Providence, Las Vegas, New Haven, Los Angeles, Miami, Chicago, and West Springfield with a reputation for completing extremely complex and logistically challenging projects for the most high-profile clients in the industry.*

**New Hire Trainer**

**Key Accomplishments**

- Deliver monthly on-site and virtual Instructor-Led via Zoom for new hire technology training for Superintendents and Project Managers at a leading national construction management firm.
- Monitor and report training progress of new trainees and inform management.
- Test students and create a follow-up plan to support the User working in the field.
- Collaborate with the training team and subject matter experts to identify and implement training for new technologies.

**MONDO, Warner Music Group - New York, NY**

**06/19 to 10/19**

*American multinational entertainment and record label conglomerate headquartered in New York City.*

**Training and Development Consultant**

**Key Accomplishments**

- Delivers effective training in a variety of modes: instructor-led classroom environment; distance learning via Zoom and web/audio conference or video conference.
- One-on-one training sessions for senior management and deal professionals; video tutorials; and just-in-time desk-side training.
- Writes and edits process documents, instructions, technical documentation, user communications, and video script copy to support software rollouts.
- Lead and facilitate highly effective core skills programs in global offices.

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**CHANGE 4 GROWTH CONSULTING, PVH Corp – Bridgewater, NJ**

**05/18 - 05/19**

*A full-service consultancy partnering with Fortune 500 and Mid-sized organizations, to drive Organizational Change, Business Readiness, User Adoption, Employee Engagement, Leadership Development, Learning Design.*

**Instructional Designer (ID) / eLearning Consultant**

**Key Accomplishments**

**Project Management and Instructional Design**

- Product Lifecycle Management learning consultant to Fashion Fortune 500 Company leading and designing learning collateral materials for a global PLM system launch. Designed, developed, and delivered end-user training to support the implementation of Centric PLM across the enterprise.
- Strategized, created, and executed training curriculums for Centric PLM systems implementations, cultural change, to prepare 1,200+ end-users.
- Curriculum planning and created course outlines and storyboards with Articulate Storyline.

**ALPHANUMERIC SYSTEMS INC, Axia Women's Health – Voorhees, NJ**

**01/18 - 04/18**

*The largest integrated Women's Health Care Group in the United States comprised of over 275 providers with 100 patient care centers in New Jersey and Pennsylvania.*

**Next Gen Trainer /Instructional Designer Consultant**

**Key Accomplishments**

- Conducted classroom-style training for new clinical users including providers, nursing and support staff, and residents.
- Refined/developed and implemented training material and program based on staff knowledge, needs, identified areas for skills improvement, and organizational standards (Manuals, Quick Reference Guides, proficiency tests, Camtasia videos, and presentations).
- MACRA/MIPS government incentive programs. Workflow evaluation and optimization.

**WINSTON STAFFING, NYC Dept. of Health & Mental Hygiene – New York, NY**

**Training and Educational Systems Development-Constituent Services Unit**

**06/17 - 01/18**

*The largest public health agency in the world, serving 8 million New Yorkers from diverse ethnic, cultural, and economic backgrounds.*

**Application Trainer/Instructional Design Consultant**

**Key Accomplishments**

- Delivered eVital system training via WebEx to over 17,000 clients in all five boroughs of New York City, reducing overall training costs for the city by 75%.
- Delivered instruction-led classroom training application to 600+ facility administrators.
- Responsible for training material creation (Manuals, Quick Reference Guides, proficiency tests, videos, presentations)
- Supported City of New York Bureau of Vital Statistics with help desk tickets to assist medical and funeral home facilities with registering users at their institutions.

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**WINSTON STAFFING, Mount Sinai Hospital – New York, NY**

**04/16 – 06/17**

*A diverse, multi-disciplined, and comprehensive staffing service specializing in healthcare.*

**Clinical Systems Learning and Education Consultant**

**Key Accomplishments**

- Conducted technical training (software rollouts, new hire, continuing education, and productivity training) using the appropriate methods best suited to obtain the required outcome.
- Collaborated with training staff and subject matter experts to identify, plan, create, design, test, implement, deliver, support, and maintain effective, engaging, innovative, and interactive training activities involving existing and emerging digital technology applications (e.g., e-learning, web-based learning, mobile application learning, podcasting, virtual classroom, videos, tutorials, etc.) and traditional classroom.
- Communicated improved workflow procedures to the training team based on research in the user community and current technology trends.
- Collaborated with end-users to understand unique requirements based on role, business unit, and office location, and offered training solutions that are adaptable to those needs.
- Worked in the Learning Management System to enter new items, update student history, and keep materials current, as assigned.
- Effectively learned, developed, and delivered Train the Trainer sessions on new or enhanced products for internal staff and clients.

**MITCHELL-MARTIN, New York Hospital Queens – Flushing, NY**

**11/12 – 11/15**

*Privately held talent-acquisition Company with over 1,000 consultants in 34 states*

**Project Manager/Clinical Systems Learning and Education Consultant**

**Key Accomplishments**

- Project Manager for 150 Incoming Residents and Fellows.
- Responsible for determining content breakdown, training delivery schedule, and ensuring physician completion of clinical documentation and e-prescribing functions. The project encompassed New York Hospital Queens plus 19 Ambulatory Clinics. The project was completed on time on budget.
- Delivered effective instructor-led training for clinical and non-clinical staff members, using various online tools (WebEx, Sunrise Mobile, e-learning, etc.).
- Designed, trained, and implemented upgrades and maintained clinical applications through collaboration with management and clinicians. (eClinicalWorks, Allscripts 6.1, Optum 8.5, Cerner, Meditech, and NextGen EPM/EHR).
- Created eLearning content and instructional design videos using Lectora, Camtasia, Captivate, Adobe Creative Suite, and other technologies. Developed standardized training materials, and training plans that facilitated efficient and effective physician and staff workflows and other operational functions.
- Performed LMS QA testing for Health stream, Net Learning, and Cornerstone, content stability, upgrades and site development, also technical support for external users.
- Assessed workflow and related processes/requirements and facilitated system enhancement/modifications. Developed & managed project timelines and deliverables while effectively communicating project status to ensure successful implementations of IT solutions.
- Initiated and modified new clinical content into the electronic health records for use in the hospital and outpatient settings. Evaluated and implemented clinical IT projects, systems, and initiatives at practice and hospital levels in a team environment.

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**VITALIZE CONSULTING SOLUTIONS, – Kennett Square, PA****07/11 – 11/12**

*Healthcare consulting solutions acquired by SAIC, delivering health IT services and solutions to more than 900 healthcare organizations across North America*

**Allscripts Trainer /Instructional Design Consultant****Key Accomplishments**

- Appropriately advised the management of training performance deficiencies, while making improvements to training content, curriculum, and delivery as needed. Worked in collaboration with clinical staff, support services staff, project managers, and staff from other departments to design or improve courses and/or appropriate learning materials for users of supported software solutions.
- Designed and delivered classroom, eLearning, and blended courseware to clinical systems users at top hospitals across the United States.
- Responsible for multiple documentation projects, needs analysis, copy, design, testing, delivery, editing, and electronic documentation for clinical initiatives implemented in EHR.
- Created and provided training templates, e-learning, guides, and tools to support training development using the ADDIE process.
- Provided on-site physician training sessions to all client staff / end-users in Allscripts 5.5, 6.1, Acute Care, Ambulatory, Pharmacy, ED Manager, CPOE, ClinDoc and ORM, Patient Portal, Superbill, TouchWorks, and Meaningful Use.
- Provided on-site go-live support to end-users, helping ensure they were operating the EMR and accomplishing their job functions successfully.

***List of Clients includes*** St. Barnabas Hospital, Bronx, NY, Mercy Memorial Hospital, Monroe, MI and University of Pennsylvania Health System, Philadelphia, PA, and JT Mather Hospital, Port Jefferson, NY, Athens Regional Health System, Athens, GA, and City of Hope, Duarte, CA Robinson Memorial Hospital, Ravenna, OH, Santa Barbra Cottage Hospital, Santa Barbra, CA

**GTC CONSULTING, NYU Medical Center – New York, NY****01/11 – 07/11**

*Prestigious international consulting firm, consolidated in the United States and Latin America*

**Training Specialist Coordinator****Key Accomplishments**

- Provided instructor-led training tailored to the learner's individual needs, including but not limited to, flexibility with time, location, and content; assess and address educational needs related to clinician/provider use of clinical information systems.
- Discussed workflow and policy and procedure changes related to the software implementation while working with vendor(s) to align future development, enhancements, and new products with NYUMC-specific needs and parallel testing.
- Coordinated team meetings, managed team communications, created protocol and procedure templates, reference documents, website management, SharePoint site management, and reviewed submitted protocols and procedures. Trained Physicians, Nurses, ancillary Staff, and other hospital personnel on all clinical modules: Sunrise Acute Care Manager; Medication Manager, and Ambulatory Care Manager.
- Created professional-looking training documentation and improved existing training materials as necessary. Developed computer-based training and other related online educational opportunities appropriate to the supported software solutions.
- Served as on-site administrator for LMS system supporting over 10,000 users.

**KFORCE, Mercy Health Systems – Conshohocken, PA****2010-2011**

*Professional staffing services with 50 years of experience, providing flexible and direct hire staffing professionals in Technology and Finance & Accounting, engaging over 23,000 highly skilled professionals annually with more than 4,000 customers.*

**EHR Trainer and Activation Support Next Gen 5.5****Key Accomplishments**

- Developed checklists by role for EHR training for new hires. Created training tools and documents.
- Provided EHR training for new hires in individual or small group settings. Reviewed charting and provided input following completion of training.
- Reported to manager/director of trainees during all stages of training and charting review. Developed topics for ongoing EHR training based on chart review, input from management and users.
- Planned, scheduled, and conducted ongoing EHR training Test new functionality in non-production environments. Provided training on upgrades and new NextGen applications.

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**ADDITIONAL CONSULTING SUCCESS**

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**COMFORCE, Eclipsys SCM5.0 Trainer and Activation Support, 02/10 - 09/10**

**HOAG MEMORIAL HOSPITAL PRESBYTERIAN AND HOAG IRVINE, NEWPORT BEACH, CA**

**PREFERRED SOLUTIONS, Eclipsys SCM 5.0 Lead Trainer, 03/10 - 07/10**

**MAIMONIDES MEDICAL CENTER, BROOKLYN, NY**

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**PERMANENT POSITIONS**

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**MANHATTAN'S PHYSICIAN'S GROUP, JHD Group, – New York, NY****2009-2010**

*Advantage Care Physicians (ACP) is the largest physician-led multi-specialty medical practice in the New York metro.*

**Clinical Informatics Training Specialist and Instructional Designer**

- Participated as a key member of the core implementation team charged with successfully implementing and supporting an EHR system by becoming a NextGen Certified EMR & EPM 5.5.
- Assessed, planned, designed, developed, and implemented professional development training curriculum and e-learning courseware for end-users for Next Gen. Professional and subject matter expert in the functionality of the EPM and EHR software.
- Served as the main point of contact and application subject matter expert for the physician offices during the implementation process and post-implementation process; on-site go-live support and post-implementation phase, including optimization.
- Analyzed and documented the requirements of a physician's office and clinical workflow as they pertain to the implementation of EPM and EHR software. Developed Web-based learning and executed web-based learning strategies in conjunction with key stakeholders.

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**ACADEMIC CREDENTIALS**

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**Temple University – Fox School of Business Administration and Management B.B.A.**

PHILADELPHIA, PA - CONCENTRATION IN MARKETING, MINOR IN INTERNATIONAL AFFAIRS

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**REFERENCES**

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**AVAILABLE UPON REQUEST**