

# **Chante Johnson**

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## **Summary**

I am an Instructional Designer and Web Developer with a Master's in Learning, Design, and Technology. I specialize in technical training, curriculum development, and cross-functional collaboration, with hands-on experience designing and delivering user-centered learning solutions. My work blends instructional design, software proficiency, and strategic thinking to build impactful training programs that drive performance and engagement. I'm seeking a role where I can leverage my diverse background to lead innovation in learning, technology, and organizational development.

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## **Experience**

### **Instructional Web Developer & Training Specialist**

Pennsylvania Department of Health – Harrisburg, PA

July 2024 – Present

- Lead virtual support sessions for medical facilities, funeral homes, registrar offices, and other vital records stakeholders across Pennsylvania, providing real-time assistance and training on the new eVitals system.
- Develop and maintain an interactive support site (HTML, CSS, JavaScript) for eVitals navigation, featuring registration guides, login setup, training tools, troubleshooting resources, and accessible UI enhancements.
- Develop and deliver customized training materials—including manuals, PowerPoint presentations, Articulate content, and Canva modules—while collaborating with IT and other departments to align learning resources with system functionality and user feedback.

### **Instructional Designer**

Pennsylvania Department of Transportation, Harrisburg, PA

August 2019 – June 2024

- Designed and delivered comprehensive training materials; including manuals, reference cards, presentations, and interactive modules—for the Pennsylvania Department of Transportation and Department of Health, using tools such as Canva, Camtasia, Articulate, and PowerPoint to support statewide learning initiatives.
- Led both virtual and in-person training sessions for diverse audiences, including medical facilities, funeral homes, and government offices, with class sizes reaching up to 150

participants; facilitated help group sessions and provided ongoing support via email, phone, and video to ensure smooth adoption of the eVitals system.

- Maintained and updated SharePoint training portals, collaborated with IT and cross-functional stakeholders to align training with system updates, and continuously improved learning content based on user feedback and evolving departmental needs.

### **Compliance Analyst**

PA Health and Wellness, Camp Hill, PA

June 2018 – August 2019

- Led internal audits and risk assessments across clinical and billing operations, identified compliance gaps, and implemented corrective actions aligned with HIPAA, CMS, and state regulations.
- Developed and maintained organization-wide compliance programs, including policies, training materials, and documentation to support ethical standards and regulatory adherence.
- Collaborated cross-functionally with legal, HR, IT, and clinical teams to investigate potential violations, resolve issues, and improve privacy, fraud prevention, and operational integrity.

### **Technical Support Trainer**

The Vitamin Shoppe, North Bergen, NJ

June 2017 – June 2018

- Maintained strong working relationships with retail stores across the U.S., providing technical support and troubleshooting for issues related to cash registers, internet connectivity, iPads, computer systems, and debit card machines.
- Coordinated and delivered training sessions for new retailers, guiding them on how to use POS systems, iPads, and in-store computer systems, and resolving any technical challenges during onboarding.
- Managed Active Directory onboarding for new team members, ensuring proper setup of login credentials and user profiles; reimaged computers and configured systems to support smooth store operations.

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### **Education**

- **MA, Learning, Design, and Technology** – Point Park University, April 2025
- **BS, Computer Science** – Point Park University, May 2020
- **AS, Computer Information** – Penn Highland Community College, May 2017