DENNIS A. REECE
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SUMMARY

An experienced and dynamic professional with in depth knowledge of training, writing, editing, and instructional design. Able to work independently and collaborate with staff to design, develop, redesign innovative and engaging web-based, instructor led, self-guided courses, and assessments. A unique passion for drive and performance that is articulated in all my designed courses and programs. Leadership qualities includes building a startup company, project management, and training development, team building, and assessment theories and strategies.

UNITEDHEALTHCARE

A division within UnitedHealth Group a Fortune Six company.

Instructional Designer   September 2013 to Present

Manage all aspects of the design and development of virtual, eLearning, and instructor lead instructional packages and a new hire curriculum for clinical and non-clinical staff.

- Lead the design, development, and delivery of a new hire enabling skills curriculum that was identified by senior leadership as a key input in supporting new employees to becoming contributing team members quickly. This became the segment's standard.
- Instituted a tracking system that improved employee on-boarding and transitioning between recruiter, hiring manager, and clinical instructor.
- Lead the team's use of the learning management system (LMS). Coached other instructional designers. Design user-friendly LMS job aids that are currently being used across multiple learning departments. Resolve LMS issues; known as the LMS go-to resource contact.
- Collaborate with project stakeholders and SMEs to identify business need's, performance goal and gaps. Output of one project resulted in letter audit criteria. This became the foundation upon which an audit process was built to meet contract compliance standards.
- Develop eLearning web-based training programs for a variety of non-clinical and clinical departments. Define learning objectives, designed, coordinated, and implemented targeted validation processes for department centric projects.
- Produce synchronous and asynchronous multi-functional courses and programs using Flash, PowerPoint, Adobe, Captivate, Articulate, and Visio.
- Collaborate with other Trainers, SME's, Instructional Designers, and various levels of corporate entities.
- Apply researched-based instructional design principles to create engaging course designs within established departmental processes. Create instructor-led curriculum into an online web based format.
- Produce training documentation, including job aids, and work instructions for processes and procedures: developed outlines and content sequencing using module maps and templates. Using a systematic approach to curriculum design, re-design, and development.
- Received exemplary feedback from over 3500 participants in three years, representing both non clinical and clinical medical management functions. This included developing, designing, and publishing over 64 training modules.

REECE SERVICES GROUP – RSG

Minneapolis and Phoenix based company offering specialized training, consulting, and auditing services through multiple business acumens.

Owner,   February 1991 to September 2013

Collaborated with clients to facilitate a holistic approach to instructional design packages. Developed, designed, and facilitated tailored training including multiple levels of learning assessments. Onsite auditor and consultant based on client needs. Responsible for managing multiple portfolios totaling 168 B. Responsible for assisting in the recovery of 24 B. in overcharged costs by clients. Assisted in developing external associates, supervisors, managers, reviewing processes and procedures making sure they met all client servicing requirements, including technical and bond requirements. Third party clients included: call centers, processing facilities, government loans and commercial lines, structured mortgages, medical and general portfolio servicing clients.

EDUCATION:

Master of Education
Concordia University, Portland, OR.
August 2017

Bachelor of Science
Business Administration
National College, Colorado Springs, CO.
February 1990

ADDITIONAL SOFTWARE AND SYSTEM KNOWLEDGE:

Desktop applications: Access, Adobe, Crystal Reports, McAfee Virus Scan, Articulate, Camtasia, Captivate, PowerPoint, Storyline, Word, Excel, SharePoint, Visio, Adobe Acrobat, Engage, SnagIt, OneNote, Jabber, SharePoint, SharePoint Designer, and Outlook. Systems: WebEx, LearnSource.