

Danyelle Toval

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PROFESSIONAL SUMMARY

Versatile LMS Administrator, Technical Writer, and System Administrator with 10+ years in legal, healthcare, and enterprise environments. Manage Intellek and broader learning ecosystems; publish legal QRGs and release notes; author SOPs and policy documents; and deliver integrations with platforms such as Workday, Epic, and SSO. Strengths include SCORM/xAPI deployment and validation, compliance reporting, SharePoint publishing/governance, and content development for legal and technical audiences. Translate complex requirements into clear documentation, scalable processes, and knowledge bases that help cross-functional teams ship.

CORE COMPETENCIES

LMS Administration: Intellek governance; SCORM/xAPI packaging, validation, troubleshooting; compliance reporting & audit readiness

Technical Writing: Legal QRGs; admin guides; knowledge-base articles; release notes/change logs; policy & SOP authoring; templates & style guides

Systems & Integrations: SSO, Workday, Epic; system/network admin awareness (HIPAA/ISO); SharePoint publishing & content governance

Learning Content: Course design for legal/healthcare IT; accessibility (captions, transcripts); video/audio cleanup & transcripts

Professional Experience

LMS Administrator / Technical Writer

Litera | Remote 2022 – Present

- Manage Intellek LMS for global training delivery, compliance tracking, and user provisioning.
- Author and maintain legal Quick Reference Guides (QRGs), release notes, and step-by-step user documentation for legal teams.
- Partner with subject matter experts to translate technical processes into legal word processing documents for attorneys and support staff.
- Support SCORM/xAPI testing and troubleshooting for firm-wide training modules.
- Design analytics dashboards to track legal compliance metrics and learning outcomes.
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Technical Writer & System Administrator

Louisiana Division of Administration | Baton Rouge, LA | 2015 – 2022

- Authored internal documentation and legal operations workflows, aligning with HIPAA and ISO standards.
- Maintained and administered internal systems while creating user-facing and IT admin documentation.

- Supported the development of release notes and system update communications.

EpicCare Analyst

Our Lady of the Lake Medical Center | Baton Rouge, LA | 2014 – 2015

- Developed training materials and legal documentation templates for healthcare providers using Epic.
- Produced visual workflows and EMR support guides focused on usability and compliance.

System Administrator

LSU Student Health Center | Baton Rouge, LA | 2009 – 2014

- Oversaw EMR implementation and maintained secure documentation for legal and compliance audits.
- Developed training materials and system user guides with a focus on legal requirements.

Education & Certifications

M.S., Information Technology Southern New Hampshire University | GPA: 3.8

B.S., Computer Engineering Technology University of Southern Mississippi

Google Data Analytics Professional Certificate

TOOLS & PLATFORMS

- **LMS & Standards:** Intellek LMS; SCORM; xAPI
- **Authoring (Articulate 360):** Rise; Storyline; Review; Quizmaker
- **Video/Media:** Camtasia; Snagit
- **Dev/Docs & Web:** GitHub Pages; Git; AsciiDoc
- **Enterprise Platforms:** Workday; Epic; SSO; SharePoint
- **Data & Reporting:** SQL; Excel dashboards; Power BI