DANYELLE TOVAL

Baton Rouge, LA • (225) 636-0828 • danyelle.toval@gmail.com • <u>LinkedIn</u>

Professional Summary

Versatile LMS Administrator, Technical Writer, and System Administrator with over 10 years of experience supporting legal, healthcare, and enterprise environments. Proven track record managing learning systems, creating legal QRGs and release notes, authoring SOPs and policy documents, and integrating enterprise platforms such as Workday, Epic, and SSO. Skilled in SCORM/xAPI deployment, compliance reporting, system optimization, and content development for legal and technical audiences. Adept at translating complex requirements into user-friendly documentation and driving knowledge management strategies across cross-functional teams.

CORE COMPETENCIES

- LMS Administration (Intellek, SCORM/xAPI)
- Legal Documentation & Quick Reference Guides (QRGs)
- Release Notes & Change Logs
- System Integrations (SSO, Workday, Epic)
- Technical Writing (SOPs, Admin Guides, Knowledge Base)
- System & Network Administration (HIPAA/ISO Compliance)
- Training Material Design (Legal & Healthcare IT)
- Content Testing, SCORM Validation, and Accessibility
- SQL, Excel Dashboards, Power BI (Basic), Camtasia, Synthesia

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.

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

Skills

- Proactive Support & Customer Enablement
- Case Deflection & Ticket Analysis (Excel, SQL)
- Knowledge Base Management (KCS-aligned)
- AI Tools: GenAI, Synthesia, Camtasia, GPT workflows
- SCORM, LMS Administration (Intellek, Articulate)
- Salesforce Service Cloud, ISO Documentation
- Cross-functional Collaboration & Product Feedback Loops
- BI & Data Visualization (Tableau, Excel Dashboards)
- Strategic Communications & Release Enablement