

SUMMARY OF QUALIFICATIONS

- ❖ Compassionate educational consultant with over 20 years' experience managing and developing learner-centered instructional experiences with a passion for improving long-term knowledge transfer.
- ❖ Strong reputation for communicating, collaborating and problem solving with clients, SMEs and instructors to explore learning gaps, then design and revise materials for the best possible outcomes.
- ❖ Experienced solution-based course developer, managing up to 12 instructional projects at a time from the ground up, including: ADDIE, gap analysis, needs assessment, interactive and critical thinking development, scenario-based learning, impactful graphic imagery, editing and evaluation.

EDUCATION

Master Coach Certification (In Progress) iNLP Center

M.B.A., Project Management
Saint Leo University (In progress)

M.Ed., Curriculum and Instruction
University of South Florida, 2010
Education, Curriculum & Instruction

B.A., Communication Arts
Florida State University, 1993
Graphic Design

A.A., Communication Arts
Miami Dade College, 1991
Graphic Design

TECHNOLOGICAL EXPERTISE

SOFTWARE

MS Office, Adobe Photoshop, Illustrator, Excel, Snagit, Storyline, SharePoint, Rise, Premier, Camtasia, InDesign, PowerPoint & Vyond

LMS AND CONNECTIVITY

Blackboard, Zoom, Cornerstone LMS, Skype, Smartsheet, HTML, WebEx, GoToMeeting & Collaborate

VOLUNTEER WORK

University of Tampa (Instructional Design Training), Reciprocal Life Coaching, Gramercy Park Nursing Home (Patient Care), Metropolitan Ministries (Homeless Assistance), Jewish Community Center (Art Teacher) & Toastmasters (Contest Assistance)

WORK EXPERIENCE

BluePearl Veterinary Partners, Tampa, FL

Instructional Designer, March 2017 - Present

- Owned the development, design and roll-out a virtual Onboarding Curriculum.
- In conjunction with field leaders, used project mgmt. tools to identify training gaps throughout the company.
- Collaborated with subject matter experts (SME) to develop solutions to a wide variety of training gaps.
- Facilitated the development of numerous programs including Engagement, OSHA, Radiation & Patient Safety.
- Created scripts and storyboards and performed voiceover for most training programs designed by my team.

Ultimate Medical Academy, Tampa, FL

Instructional Designer, March 2015 – March 2017

- Performed gap and needs analysis and collaborated with team members and other departments to expeditiously design a new generation of online courses in compliance with four certifying bodies.
- Served as a SME to develop a series of communication-related courses within extremely tight deadlines.

Saint Leo University, Saint Leo, FL

Instructional Designer, April 2012 - Feb 2015

- Trained and coached faculty members using course needs assessments, encouraged critical thinking activities, charted inefficiencies, and provided recommendations for courses based on student evaluations.
- Consistently managed the development of 12 online courses at a time including the development of the project management curriculum for the MBA program. Wrote scripts and narrated videos for some courses.

University of South Florida, College of Medicine, Dept. Pathology & Cell Biology, Tampa, FL

Educational Coordinator, October 2006 – April 2012

- Trained residents throughout the residency program & coached medical students through the Anatomy, Pathology, Electives and Medical Humanities courses.
- Used Blackboard (LMS) to design and manage all courses, used insight & evaluations to solve instructional and technical problems for a department of over 120 faculty members & designed Banners and infographics.
- Hired and trained three of the department's lab employees, participated in educational planning committees and assisted course directors in redesigning curricula, evaluation methods, grading procedures, and educational policies.

International Society of Pharmaceutical Engineers, Tampa, FL

Business Development and Training Coordinator, March 2005 – August 2006

- Served as the project manager for all on-site courses. This included direct marketing of courses to corporate clients as well as the drafting and negotiating of proposals and contracts.
- Served as liaison between clients and subject matter experts. Managed course updates and managed and monitored the quality control process for all on-site courses and instructional materials.
- Collected and reviewed feedback from evaluations and performed gap analyses for improvements.

Unisys University at Unisys Corporate Headquarters, Blue Bell, PA

Training Coordinator, June 2000-Dec. 2005

- Served on the "Functionality Improvement Team" for the design of the new LMS. Designed and hosted PowerPoint presentations to recommend improvements to the new LMS.
- Provided technical help and training to employees on ground, online, and by phone for IT issues.
- Collaborated with internal and external stakeholders and SMEs to coordinate and provide audio-visual support for training. Used Microsoft Excel to design charts and track student training progress.

United States Customs Service, Miami, FL and Charlotte, NC

Inspector, Trainer, and Assistant LAN Administrator, April 1996 – Nov. 2000

- Designed presentation decks and trained employees & department heads on specialized operations and other team procedures.
- Trained new hires on the features and functionality of MS Office.
- Managed the Local Area Network for the Port of Charlotte and resolved employee software and hardware issues via the Customs helpline.

Teacher, Full time, Homestead Middle School**Organizations**

- Member, Toastmasters International, 2016- Present
- Member, PMI (Project Management Institute), 2012-2015
- Secretary, ITSA (Instructional Technology Student Association), USF, 2008 - 2010
- Member, ATD (The American Society for Training and Development), 2003 – Present

Certifications and Specialized Skills

- Project Management
- Storyboards
- Human Performance Improvement
- Creative Coaching
- Training
- Strong presentation and communication skills
- Experience working with diverse audiences
- Proactive Team Player
- Leadership and Emotional Intelligence