

# MARY CHRISTIE STEPHENSON SAAVEDRA

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## PROFESSIONAL SUMMARY

**Technology Change Management professional** with 15+ years driving user adoption through strategic communications, training development, and structured change initiatives. Experienced in stakeholder analysis, impact assessment, resistance management, and adoption measurement—core principles of methodologies like ADKAR and Prosci. Track record includes securing **\$200K in state grant funding** through executive presentations, achieving **90% process automation** with 50% efficiency gains, and designing **real-time analytics dashboards** for operational decision-making. UCF graduate (December 2025) beginning Master's in Instructional Design and Technology (January 2026).

## CORE COMPETENCIES

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|------------------------------|---------------------------|----------------------------|
| • Change Management Strategy | • Quick-Start Guides      | • Accessibility Principles |
| • Stakeholder Analysis       | • Knowledge Base Articles | • ServiceNow / Confluence  |
| • Impact Assessments         | • Email Communications    | • Articulate 360 / Figma   |
| • Adoption Metrics           | • Video / Microlearning   | • Data Visualization       |

## PROFESSIONAL EXPERIENCE

### UX Designer / Developer (Consulting Project)

Healthcare Operations Dashboard | December 2025

- Designed and developed interactive React dashboard enabling real-time surgery room utilization tracking, replacing quarterly reporting with live visibility for multi-hospital health system
- Created hierarchical drill-down navigation (Region → Hospital → Unit → Room → Surgeon) with role-based access controls for administrators, directors, schedulers, and physicians
- Built configurable performance metrics system with weighted scoring and tier rankings to enable fair, transparent evaluation while maintaining physician relationships
- Implemented dispute resolution workflow and calendar views, demonstrating change management approach to accountability rollout

### Computer Lab Manager

Palmview K-8 | November 2021 – June 2022

- Designed and implemented a knowledge base using Stack Overflow methodologies, creating searchable documentation for technical staff
- Developed quick-reference guides, FAQs, and troubleshooting articles that reduced repeat support requests and improved self-service resolution rates for newly onboarded technical staff
- Assisted teaching staff on interactive display technology
- Analyzed patterns to identify documentation gaps and prioritize content development

### Associate Product Owner

Alianza | August 2019 – December 2019

- Created business requirements documents, user journey maps, storyboards, and wireframes in Figma following UX best practices and accessibility guidelines
- Documented processes in Confluence to ensure clear communication, scalability, and knowledge transfer across cross-functional teams
- Collaborated with engineering teams to translate technical requirements into user-friendly implementations with stakeholder alignment

### Training Manager

Xactware | September 2014 – July 2015

- Identified workforce training gap and independently conceived, developed, and secured funding for statewide technology education program
- **Secured \$200,000 UCAP grant** through successful presentation to governor's committee, demonstrating stakeholder engagement and executive communication skills
- Developed and launched MTECH Web Development curriculum with learning objectives, assessments, and instructional materials aligned to industry standards

- Negotiated educational partnerships and created program documentation, establishing sustainable workforce development pipeline

### **IT Consultant / Project Manager / Co-founder**

*Resolute Services | May 2008 – December 2012*

- Led comprehensive change initiative achieving **50% reduction in processing time** and **90% automation** of critical business processes for Medicaid-based mental health agency
- Managed full adoption lifecycle: built stakeholder awareness, addressed resistance, delivered hands-on training, and reinforced new behaviors—principles aligned with industry frameworks like ADKAR
- Conducted business process analysis using journey mapping and storyboarding to identify automation opportunities and measure adoption success
- Developed multi-channel communication plan including user training materials, SOPs, and documentation to support staff through transition

### **Instructional Design Consultant / Co-founder**

*Arizona Esthetics Institute | May 2003 – December 2004*

- Designed state-approved esthetics curriculum with lesson plans, instructional materials, and assessment frameworks meeting regulatory requirements
- Established school district partnerships to provide vocational pathways for at-risk youth, demonstrating stakeholder engagement across diverse audiences

### **Additional Experience**

**GoHealth** (2018-2019): Licensed Insurance Agent; trained team members through shadowing, knowledge transfer, and coaching

**Henry Schein** (2016-2017): Technical Support Analyst; trained office staff on billing software, documented solutions

**Sky Vantage** (2015-2016): IT Project Manager; managed dev/QA teams, facilitated cross-functional collaboration

## **EDUCATION**

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**University of Central Florida** – Master of Arts, Instructional Design and Technology (*Admitted, beginning January 2026*)

**University of Central Florida** – Bachelor of Arts, Interdisciplinary Studies (*December 2025*)

**Georgia Institute of Technology** – UX Design Intensive Certificate (*accessibility and inclusive design principles*)

**Additional:** Western Governors University (IT Business Management), VSchool (Programming), Utah Valley University (Digital Marketing)

## **TECHNICAL SKILLS**

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**Content Development:** Articulate 360, Figma, Canva, Microsoft Office Suite, HTML/CSS/JavaScript, React, Video/Screen Capture

**Project & Documentation:** JIRA, Confluence, Trello, ServiceNow, Knowledge Base Design, Technical Writing

**Platforms:** Microsoft 365, Windows, Chromebook OS, Promethean/Samsung Displays, LMS Administration

**Portfolio:** [christiesaavedra.com](http://christiesaavedra.com) – Interactive dashboard demo, sample deliverables, and case studies