

MARY CHRISTIE STEPHENSON SAAVEDRA

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PROFESSIONAL SUMMARY

Technology Change Management Specialist with 15+ years executing OCM strategies using ADKAR methodology. Proven expertise developing user-facing communications, training content, and knowledge base articles that drive technology adoption. Track record includes securing **\$200K in state grant funding** through stakeholder presentations, achieving **90% process automation** with 50% efficiency gains, and designing **real-time analytics dashboards** for operational decision-making. UCF graduate beginning Master's in Instructional Design and Technology (January 2026).

CORE COMPETENCIES

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|----------------------------|---------------------------|---------------------------|
| • ADKAR / Prosci Framework | • Quick-Start Guides | • WCAG / Section 508 |
| • 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 2024

- 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 knowledge base using Stack Overflow methodologies, creating searchable documentation for 500+ students and staff across Windows, Chromebook, and Promethean platforms
- Developed quick-reference guides, FAQs, and troubleshooting articles that reduced repeat support requests and improved self-service resolution rates
- Facilitated training sessions and office hours for teaching staff on interactive display technology, ensuring successful adoption of classroom tools
- Tracked support requests via SDMC ticketing system, analyzing 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

- Secured **\$200,000 UCAP grant** through successful RFG 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

- Delivered stakeholder presentations, demos, and roadshows to build awareness and drive program adoption across multiple audiences

IT Consultant / Project Manager / Co-founder

Resolute Services | May 2008 – December 2012

- Executed comprehensive change management initiative achieving **50% reduction in processing time** and **90% automation** of critical business processes for Medicaid-based mental health agency
- 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 adoption
- Applied ADKAR framework elements (Awareness, Desire, Knowledge, Ability, Reinforcement) to manage resistance and ensure lasting change

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 backlog grooming with cross-functional collaboration

EDUCATION

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

University of Central Florida – Bachelor of Science, Integrative General Studies (*December 2025*)

Georgia Institute of Technology – UX Design Intensive Certificate (*WCAG/Section 508 accessibility training*)

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

TECHNICAL SKILLS

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

Project & Documentation: JIRA, Confluence, Trello, ServiceNow, Stack Overflow for Teams, Knowledge Base Design

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

Portfolio: christiesaavedra.com – Interactive dashboard demo, sample deliverables, and case studies