

Summary of Qualifications

- **Instructional Design** – Creative, solution-oriented instructional designer, skilled in the ADDIE development process
- **Training Delivery** – Extensive experience training on a variety of software applications for diverse audiences with varying levels of technical experience; able to quickly build rapport with individuals and groups
- **Writing** – Skilled at authoring content for a variety of mediums, including: instructor and end-user training materials, marketing and promotional campaigns, websites/online communities, newsletters and e-mail blasts
- **Project Management** – Expertise in leading/managing complex training initiatives across many business functions and locations
- **Technical Skills:**
 - **Productivity/Collaboration** – Office 365, MS Teams, SharePoint, Skype, Yammer, WebEx
 - **Authoring/Design** – Articulate Storyline 360, Camtasia, Powtoon, Prezi, SnagIt, WordPress
 - **Enterprise Applications** – eProcurement (SAP/SRM, Oracle), EMR (Epic), CRM (SalesForce)
 - **Prosci Change Management Certification** (2014)

Professional Experience

WARNER BROS. ENTERTAINMENT INC.

1/19 – Present **Training Manager – Learning & Organization Development** Burbank, CA

Design, develop and execute enterprise-wide training programs and promotional initiatives:

- Converting instructor-led training programs to digital content
- Growing the WB Learning brand by designing and implementing various marketing campaigns

6/13 – 12/18 **Training Manager – Organization Change Management** Burbank, CA

Managed and executed the design, development and deployment of change initiatives for internal clients:

- Designed and implemented marketing campaign for Warner Bros. intranet mobile app and kiosk launches
- Created instructional videos and documentation for numerous in-house applications
- Trained administrators, and managed the upgrade of 12 WordPress-based intranet sites for our international territories
- Designed and implemented a self-service training program for an SAP/SRM eProcurement system implementation for 3,700 users around the world
- Effectively translated highly-technical concepts into a 12-day training program for a Participations reporting system implementation and business transformation initiative

PREMIER, INC. (Premier healthcare alliance)

1/09 – 5/13 **Training Specialist – Informatics & Technology Services** Philadelphia, PA

Developed and delivered training for SafetySurveillor®, Premier's automated infection control, surveillance and medication management application and PremierConnect™, Premier's virtual healthcare community platform:

- Designed and implemented role-based, workflow-driven training programs for Infection Preventionists and Clinical Pharmacists
- Developed and executed strategies to increase product adoption and usage, including: creating promotional and educational materials for user group meetings, webinars, newsletters, online communities, product releases and e-mail campaigns
- Launched and maintained educational website used to share learning resources with customers; managed, promoted and generated content for new online community/social networking platform

THE CHILDREN'S HOSPITAL OF PHILADELPHIA

9/07 – 1/09 **Senior IS Trainer – Learning Services** Philadelphia, PA

Lead instructional designer/trainer for enterprise-wide EpicCare Inpatient electronic medical record (EMR) implementation:

- Achieved certification in two EpicCare Inpatient applications: Procedure Orders and Beacon Oncology
- Translated clinical user and business requirements into learning content for different roles in the inpatient community
- Developed *Super User* program plan to aid in the support of end users during and after system implementation
- Developed scripts for unit testing team and for system demonstrations for clinical practitioners

WACHOVIA CORPORATION (formerly First Union National Bank)

2/06-9/07 **Learning Strategist - HR Wholesale Operations Training** Philadelphia, PA

Managed, designed and implemented training solutions for international operations offshoring and insourcing projects (including International Funds Transfer and Trade):

- Learned clients' systems/processes and designed and implemented learning strategies, tools and resources that supported their business unit goals and objectives

5/03-2/06

Learning Strategist - HR Operations Training

Managed, designed and implemented training solutions for domestic operations projects:

- Led multi-geographical, cross-functional teams on training-related projects including: software implementations, business process changes, leadership development, customer service, etc.

Created and maintained department's intranet site using Microsoft Content Management Server:

- Authored all site content ,which served as the main information repository and communication channel for 80+ person training team and 7,100+ internal customers
- Used Microsoft Windows SharePoint Services to create and customize additional websites for project teams to share information and collaborate with peers in various locations

7/02-5/03

Learning Specialist - HR Operations Training

Developed, implemented and supported training programs for the Operating Services line of business:

- Consulted with clients to evaluate and assess training needs and recommend and develop training solutions

11/00-7/02

Learning Specialist - Procurement Services

Charlotte, NC

Developed and delivered end-user training and documentation for company-wide procurement/ fulfillment system implementation (Oracle Financials-Procurement and MARC Warehouse Management systems):

- Designed training materials: on-line end-user documentation (with Oracle Tutor software), presentations, instructor guides, student guides and job aids for various user groups
- Provided ongoing training and support; resolved issues relating to new business processes and technologies

PREMIER, INC. (Premier healthcare alliance)

8/99-11/00

Computer Education Specialist - Development

Charlotte, NC

Designed and delivered customized end-user training programs for company-wide Siebel Sales Force Automation, Siebel Call Center and Membership Management System implementations:

- Analyzed training needs, defined training requirements, developed and maintained project plans
- Managed the design, delivery and implementation of Siebel training classes for 350+ employees

11/97-8/99

Computer Education Specialist - Operations

Managed corporate computer training program for 1,300+ employees located in Charlotte, Chicago and San Diego:

- Managed the design, delivery and implementation of training for numerous software applications

CHARLOTTE REGIONAL REALTOR ASSOCIATION, INC.

5/95-11/97

Computer Training Director

Charlotte, NC

Launched successful startup of new computer training facility for members and general public:

- Managed operation of training facilities and all aspects of logistics related to delivery of training programs
- Designed and taught various software classes and workshops and provided end-user support to 50+ person staff and 3,000+ membership (e.g., Microsoft Windows, Microsoft Office, Internet, Super CMA, Top Producer, MLS)

Managed training for proprietary Windows 95 client/server Multiple Listing Service (MLS) implementation

CARLSON COMPUTE

9/94-5/95

Training Operations Coordinator

Charlotte, NC

- Managed the scheduling, coordination and logistics of 250+ computer training classes a month

6/92-3/94

TAD Technical Agency @ MARTIN MARIETTA

Technical Analyst - Central Sourcing

Valley Forge, PA

10/90-11/91

DORLAND SWEENEY JONES ADVERTISING

Account Administrator - Client Services

Philadelphia, PA

3/89-10/90

KETCHUM ADVERTISING

Executive Assistant to the President

Philadelphia, PA

Education

8/83-5/87

The Catholic University of America – BA, English

Washington, DC