

- Created online and downloadable reference materials for end users
- Offered a variety of training delivery options and times to support upgrades: lecture hall demonstrations, department demonstrations or hands-on, open (but supported) labs, CBT
- Established Resident and Student training via CBT to encompass all live modules
- Worked with GME (Graduate Medical Education) to streamline and expedite onboarding process
- Helped restructure hospital-wide orientation to improve retention as well as to increase EHR awareness

Manager, Customer Learning Services

Jefferson County Public Schools

Golden, CO

November 1996 – February 2005

- Designed and developed curriculum and reference materials for PeopleSoft Financials and Human Resources implementations and upgrades
- Developed and delivered Microsoft Office training available to all employees
- Developed new reports for district financial reporting to all stakeholders including the board, community and employees
- Designed web page for district-wide proposed budget documents

RESPONSIBILITIES DETAIL:

Management

- Experience includes managing training teams varying in size from five to eighteen; team members included trainers, registrar, instructional designers, web developers, scheduler, PC technician, nurses, pharmacy technician and training systems analysts. Managed training team during EMR implementation of Epic Ambulatory, Clinical Documentation, CPOE, Radiant, EpicRx and HIM Release of Information and Chart Deficiency Tracking modules; Ongoing production and upgrade training and support included Epic ED/ASAP as well.

General Training

- Activities include managing and scheduling training resources; developing, and maintaining customized training, materials and web resources for enterprise electronic medical record, business applications and productivity tools during implementation, upgrade and production cycles. Managing a multi-discipline organizational training department that supported clinical information technology requirements. Conducted training needs analysis studies and conferred with management and technical experts at all levels to determine training and priorities. Set training policy, negotiated external training contracts and worked with technical experts on the training requirements associated with projects. Set strategic direction for learning objectives. Developed new job descriptions and career path. New jobs allowed for internal support of training environments, computer based training and web support as well as professional instructional design. Personally delivered training to end users in a wide variety of companies with employee positions that include nurses, technicians, teachers, support staff, management, analysts, and engineers

Resource Scheduling

- Experience includes managing training centers and teams that developed and delivered training to support 1,000 to over 12,000 individual employees at multiple work sites. Coordinated implementation, and ongoing new hire, resident and upgrade training. Orchestrated on-site and off-site classroom setup. Planned resource upgrades in anticipation of future demand. Developed part-time employment program to improve scheduling. Implemented flexible schedule to provide off hours training sessions.

Implementation and Project Team

- Experience includes significant contributions to the implementation, upgrade support and maintenance of Electronic Medical Record, Training Administration/Learning Management, Human Resources, Recruit Workforce, Time & Labor, Customer Relationship Management, and Financial enterprise systems.

EDUCATION:

B.S., Management Information Systems

University of South Florida, Tampa, FL

December 1995