

Andre Williams

Portfolio: <https://andrewilliams0601.wixsite.com/awportfolio>

SUMMARY

- 15 years instructional training experience
- Skilled at designing training curriculum and assessment content to be utilized online via LMS like Canvas and Web-Based Collaborative Platforms such as SharePoint
- Spent the last 10 years using technology skills and adult learning theory knowledge while providing instruction and professional development in both Instructor Led Training (ILT) and distance learning settings
- Meticulous in the research and data analysis phase prior to executing instruction and is proficient utilizing advanced e-authoring technologies Captivate and Storyline to design computer-based course building; uploading the completed content into the LMS
- 10+ Years of best practices regarding workflows, policies, procedures, and systems area
- 10+ Years Designing Curriculum
- 10+ Years Implementing Principal Training Methodologies
- 8+ Years PMI equivalent Scrum Agile Management
- 7+ Years of TED Epic Training Methodology Implementation
- 7+ Years of E-Learning with CBT among Epic Workflows using Adobe Captivate and Camtasia and various applications
- Coordinate with Hospital Executives including (CEO, IT Director, Director of Nurses, Pharmacy, HIM, Human Resources) Healthcare Politics as it relates to Interface and data loading procedures
- 7+ Implementing Model Systems and Validation Sessions preparation
- Extensive Meaningful Use knowledge and guidance for the Care Management Team as it relates to build direction Attestation and CMS Ordering, in Ambulatory Clinics as well as Inpatient Hospitals
- 7+ Years Articulate Storyline 360 and Rise development
- 7+ Years Adobe Captivate development
- Canva LMS
- Cornerstone LMS
- Blackboard LMS
- Google Classroom LMS
- Project Management
- SCRUM Master – Agile
- eLearning Design
- LMS Management
- Train the Trainer
- Executive Training
- ILT Training
- Curriculum Design
- EMR Implementation
- Meaningful Use Specialist
- EPIC Principal Trainer
- Cerner Content Developer
- Dragon Software Trainer



EPIC CERTIFICATIONS

- Epic ClinDoc
- Epic Security Coordinator
- Epic Orders
- Epic Bridges



SKILLS

- Project Management
- Scrum Master - Agile
- E-Learning Design
- LMS Management
- Train the Trainer
- Executive Training
- ILT Training
- Curriculum Design
- EMR Implementation
- Meaningful Use Specialist
- Epic Principal Trainer
- Cerner Content Developer
- Dragon Software Trainer



EDUCATION

- Juris Doctorate, Concord Law School (2011)
- MBA, American InterContinental University (2007 - 2009)
- Bachelor of Science, Auburn University (2001 - 2005)



PAST ORGANIZATIONS

- Accenture Federal - DoD
- Vaco-Steris Corporation
- Centura Health
- BJC Healthcare
- NYC Health
- Texas Scottish Rite Hospital for Children
- Partners Healthcare
- St Marks Health
- Lehigh Valley Healthcare
- Children's Healthcare of Atlanta
- Presbyterian Health Services
- Memorial Healthcare Systems
- University of Mississippi Medical Center
- Prognosis Health Information Systems
- NYU Langone Medical Center
- Fairview Health Services
- Essentia Health Systems
- Grady Health Systems
- Sentara Hospital

PROFESSIONAL WORK EXPERIENCE

Instructional Designer | (November 2021 – January 2022) Alku Connect | Memorial Health -REMOTE

- Worked with SMEs to standardized workflows for third-party applications.
- Used Microsoft Vizio to develop workflows.
- Leading support for Cornerstone LMS in QA troubleshooting course management.
- Developed quick start guides for internal LMS Admin staff for data course migration.
- Supported Quality control team to prepare, manage, and troubleshoot 508-compliance and course uniformity.
- Improved legacy courses to prepare them for setup consistency SCORM objects, quizzes, test, and media upgrades.
- Led e-Learning developers in a full training conversion of Adobe Captivate content into Articulate Storyline 360.
- Designed and developed interactive and engaging eLearning courses in Adobe Captivate and Storyline 360.
- Maintained and updated existing training courses using Captivate and published updated courses for Cornerstone LMS.

Senior Content Developer and Editor | (September 2018 – December 2021) HealthCare IT Leaders | Accenture Federal in partnership with the Department of Defense -REMOTE

- Developed conversion of Computer Based Training (CBT) courses from established instructor-led content, using storyboarding techniques, and publishing using Adobe Captivate software. The courses were developed for training new end-users who are adopting the electronic medical records system (Cerner) for all five branches of the military.
- Developed 508 Complaint Instructional Led Training (ILT) courses, User Guides, and Job Aids.
- Developed 508 Complaint Computer Based Training (CBT) courses using Adobe Captivate.
- Provided daily SCRUM and an EOD daily report to leadership delivering progress and solutions.
- Performed internal QA and QC edits for colleagues in a lateral cycle to improve project timeline and budget.
- Improved universal Style Guide techniques.

Articulate 360 Developer and Cornerstone LMS Admin (August 2020 – August 2021) Dignity Health, Las Vegas, Nevada – REMOTE

- Worked with SMEs to develop a total of 25 highly interactive, simulation-based eLearning trainings on athenaDX software.
- Created storyboards for each eLearning.
- Published In SCORM 1.2 for Cornerstone LMS upload.
- Assigned users in the LMS.

Articulate 360/Captivate Developer and Cornerstone LMS Admin (February 2020 – December 2021) Divergent | Baptist Health, Jacksonville, FL – REMOTE

- Leading support for Cornerstone LMS in QA troubleshooting course management.
- Developed quick start guides for internal LMS Admin staff for data course migration.
- Supported Quality control team to prepare, manage, and troubleshoot 508-compliance and course uniformity.
- Improved legacy courses to prepare them for setup consistency SCORM objects, quizzes, test, and media upgrades.
- Led e-Learning developers in a full training conversion of Adobe Captivate content into Articulate Storyline 360.

- Designed and developed interactive and engaging eLearning courses in Adobe Captivate and Storyline 360.
- Maintained and updated existing training courses using Captivate and published updated courses for Cornerstone LMS.
- Created and maintained Storyboard, curriculum, assessments, and training materials for eLearning development.
- Worked with SMEs, management, and other trainers, from different departments to identify appropriate training strategies and deliverables.
- Developed Storyboards using a unique custom model and ADDIE principals to shrink 24 hours of ILT training into 3 hours of CBT based training.
- Managed e-learning SCORMS and publishing through CORNERSTONE LMS by creating objectives and course numbers of identifiers for over 15,000 users.
- Develop scripts and full step-by-step simulation screenshot records of Cerner EMR in full e-Learning modules.
- Implement SCORM related LMS evaluation design in the form of assessments, knowledge checks, quizzes and tests to document success rate.

E-Learning Content Articulate Developer (Part-Time Remote) | (September 2018 - December 2019) Vaco-Steris Corporation -REMOTE

- Provided leadership, technical project coordination, and consultative services; liaise with cross-functional work teams, key stakeholders and subject matter experts at an enterprise level to develop course specifications and gather course content
- Project managed, developed, and delivered technical process user course content, train-the-trainer content, and job aids for multiple products and a variety of levels and roles in instructor-led, virtual, eLearning, and recorded formats
- Delivered projects, content, and training that enable customer success and adoption
- Developed and delivered training to audiences of varying technical sophistication who are very knowledgeable in their areas of expertise
- Focused on product development and implementation of change enablement package offering
- Assisted with training needs analyses to ensure that all training materials are highly targeted to the needs of the audience
- Managed course content for technical software products and ensure that up-to-date knowledge is conveyed for each release
- Mentored department peers, contribute to department standards, and share knowledge with internal resources
- Contributed to and assist in the delivery of effective and sustainable training courses and curriculum

Senior Epic Content E-Learning Captivate Developer | (June 2018 - September 2018)
Centura Health - 80% REMOTE 20% ONSITE - Denver, CO

- Leading support for Canva LMS in QA troubleshooting course management.
- Developed quick start guides for internal LMS Admin staff for data course migration.
- Supported Quality control team to prepare, manage, and troubleshoot 508-compliance and course uniformity.
- Improved legacy courses to prepare them for setup consistency SCORM objects, quizzes, test, and media upgrades.
- Led e-Learning developers in a full training conversion Developing eLearnings to replace over 200 hours of training for over 135 classes in a full conversion
- Designed scripts, screenshots and simulations for several models for Physicians and Nurses to include Inpatient/Ambulatory, Surgical Provider, Optime, Orders, Labor and Delivery, OBGYN, Kaleidoscope, PEDS, Beacon, Chart Review, ASAP, Ortho, Procedure lists, Pathology, Radiant and Phoenix applications
- Improved detailed curriculum content using Adobe Captivate 2017 and Camtasia, snagit, that includes but is not limited to leader/student guides, quick reference materials, job aids, scripts scenarios and CBT (Computer Based Training)
- Audio professional editing for Captivate 2017 eLearnings with internal audio tool as well as Audacity to sync elearnings audio with screenshots
- Implemented TED methodologies with subject matter experts' workflows, designs and develops

applications training programs

- Developed pre-training skill assessments, training documentation, online training modules, job aids, class evaluation and post training skill assessments
- Implement SCORM related LMS evaluation design in the form of assessments, knowledge checks, quizzes and tests to document success rate
- Created training overviews and presented training change communication events
- Implementing Epics eLearnings Project Plan to Managing eLearning completion ration using Scrum and Agile methods to meet internal deadlines of 72 elearning Captivate videos for End Users.

Senior Epic Content E-Learning Captivate Developer | (February 2018 - June 2018)

BJC HealthCare -REMOTE

- Designed CBT courses using Adobe Captivate.
- Used professional editing software (Audacity and ProTools) for the CBT courses to sync with simulations.
- Implemented SCORM related LMS evaluation design in the form of assessments, knowledge checks, quizzes and tests to document success rate.

Senior Epic E-Learning Developer/Instructional Designer | (November 2017 - February 2018) NYC

Health -New York City

- Improved detailed curriculum content using Adobe Captivate and Camtasia that includes but is not limited to leader/student guides, quick reference materials, job aids, scripts scenarios, and CBT.
- Planned full back office CBT training by using SME workflow to develop a seamless Registration eLearning using ADT/Prelude workflow and checkout with Physician follow-up using Cadence Scheduling.
- Implemented TED methodologies with subject matter experts' workflows, designs and develops applications training programs.
- Developed pre-training skill assessments, training documentation, online training modules, job aids, class evaluation, and post-training skill assessments.
- Trained end-user, new employees during optimization initiatives
- Created training overviews and presented training change communication events.

Epic Orders/ClinDoc Principal Trainer/Instructional Designer | (June 2016 - November 2016)

Texas Scottish Rite Hospital for Children -Dallas, TX

- Designed storyboards and for CBT training for Captivate eLearning design.
- Recorded live workflow sessions using Camtasia as a screen capturing tool to accurately develop workflow eLearning.
- Managed and built MST and full training environment build for ClinDoc and Orders.
- Created from scratch and managed historical patients to fit workflows scenarios of tested scripts in MST.
- Designed HARs CBT for front desk registration with new patient revenue cycle workflows to capture all new and Developed Mitosis spreadsheets and manually ran Mitosis Minor daily for patient availability in training and testing environments.
- Developed CBT modules and pre-training skill assessments, training documentation, online training modules, job aids, class evaluation, and post-training skill assessments.
- Trained end-user, new employees during optimization initiatives.
- Created training overviews and presented training change communication events.
- Restructured and built the Inpatient environments after several MST wipes.
- Tested and validated workflows and scripts with Epic ACs and AMs for the environment and patient build.
- Created several CBT eLearning's with Adobe Captivate for Registration and front desk clerks learning how to navigate with ADT and also schedule follow-up visits with Cadence CBT eLearnings as well.
- Managed SharePoint structure and completed Cookbooks for Inpatient and Orders Applications.
- Managed a successful Credential training Program for new consultant trainers.

Dragon Principal Trainer | (February 2016 - June 2016)

Partners HealthCare - Boston, MA

- Trained Harvard Physicians daily on Dragon Medical Voice Recognition and its integration into Epic.
- Ensured providers and internal trainers are taught all concepts of Dragon Medical and how to integrate speech recognition into the site-specific EHR.
- Strategized and resolved issues surrounding providers with poor speech recognition accuracy and troubleshoot end-user issues.

Epic Orders/ClinDoc Instructional Designer | (June 2015 - February 2016)

St. Mark's Health - Salt Lake City, UT

- Designed and Implemented storyboards, scripts and role-play for eLearning CBT.
- Developed modules to include exercises, workbooks, instructor-led lesson plans, worksheets, and tip sheets and job aides for software optimization.
- Created and designed tests, computer-based exams, evaluations, surveys using LMS.
- Improved existing workflow scripts, case studies and e-learning using CBT.
- Implemented progressive testing on instructional lesson plans and modules using scrum and PMI techniques to evaluate testing and self-management curriculum for modification.

Orders Instructional Designer | (March 2015 - June 2015)

Lehigh Valley Health Network - Allentown, Pennsylvania Area

- Delegated Credentialed Trainers to faculty and assist them with integrating technology into their curriculum.
- Coordinated and participated in the implementation and use of technologies that support learning across the college, including online, blended and classroom instruction.
- Assessed the instructional needs of faculty and determine application solutions or design templates that will support the integration of digital content into the teaching and learning environment.
- Provided support for the creation of web-based and multimedia instructional materials used for teaching and learning.
- Designed and delivered classroom, individual and web-based training for faculty and students on instructional technologies and initiatives such as webpage development and e-portfolios.
- Conducted demonstrations and training sessions in the use of instructional hardware and software.
- Designed, developed and delivered professional and technical training for faculty in the area of instructional technology through instructor-led, hands-on workshops; remoteweb-conference sessions, video conferencing, and online self-paced training programs.
- Accomplishments: I begin this role as a Credentialed Trainer, and I was promoted within the second week as an Orders Instructional Designer.
- Skills Used: Instructional Designer Content Management Orders Build, MST Build, TED 300, Project Management, SCRUM Management, Curriculum Design, Assessment Design.

Orders Instructional Designer & Dragon Lead Trainer | (July 2014 - March 2015)

Children's Healthcare of Atlanta - Atlanta, GA

- Trained healthcare providers using Dragon Medical 10.1 in one on one setting in both 2010 and 2012 Epic PROD environments to optimize the functionality of PowerMic settings and Epic.
- Registered and managed users in Success Factors LMS.
- Collaborated with communications to develop marketing materials regarding the availability of Dragon including a short video, tri-folds and pocket cards.
- Supported physician Dragon use in an at-the-elbow support role.
- Developed training macros for both Dragon/ClinDoc and Dragon/Beaker users.
- Delivered content for train-the-trainer classes.
- Audited use of Dragon by individual physicians and used the data to target specific physicians for optimization sessions.
- Resolved tickets using the Cherwell support system.
- Installed Dragon client on physical workstations over 7 local hospitals.
- Assessed hardware inventory for the appropriate use of the software.

Epic Certified/Credentialed Trainer | (June 2013 - July 2014)

Presbyterian Health Services/Leidos - Albuquerque, New Mexico Area

- Developed lesson plans and established curriculum design in needed areas.
- Manage lesson plans update according to updates push in production environments.
- Design framework/templates used to format e-learnings and setup for Adobe Captivate.
- Communicated training issues and needs to System and Clinical Analyst.
- Designed Radiology, Pastoral Care, Rover, ClinDoc Curriculum curriculums from scratch.
- Support end-users onsite during go-live events.
- Developed and maintained end-user and trainer reference guides.
- Designed Go-Live Training Manual and provided floor support.
- Train the Trainer Instruction for Training Consultants and Art of a Superuser Go-Live Support Trainers.
- Built and designed patient work queues in training environment.
- Planned relevant workflow sessions and managed result workflow changes through Playground sessions.
- Developed and maintained the education training process for different Epic Applications.
- Coordinated and instructed classes for credentialed trainers, nurses, providers, ancillaries, and business operations.

Memorial Healthcare System - Hollywood, FL

Lead CPOE/ClinDoc Training Specialist Dragon Instructional Designer | (September 2012 - June 2013)

- Designed CPOE Training Manual - Physician Training Team.
- Designed Note-Writer Pilot Lesson Plan - Inpatient Training Team.
- Managed Physician Command center training Dragon Natural Speech Dictation Software to Physicians Daily.
- Assisted Physicians with setting up and training their Dragon Account.
- Integrated Smart-Tools in Workflow Documentation.
- Flowsheet and Navigator Form documentation completion.
- Participated in Project Team weekly meetings.
- Build, validation, and clean-up.
- Co-authored CBT/WBT, eLearnings.
- Communicated training issues and needs to System and Clinical Analyst.
- Designed CPOE and Clin-Doc Curriculum and lesson plans.
- Developed and maintained end-user and trainer reference guides.
- Designed Go-Live Training Manual and provided floor support Trained Providers using CPOE and Clin-Doc Curriculum.
- Train the Trainer Instruction for Training Consultants and Go-Live Support Trainers.
- Imitated the design of an Ambulatory-Inpatient Integrated Curriculum.

EpicCare Certified Trainer – Inpatient, Clin-Doc, CPOE | (April 2012 – September 2012) University of Mississippi Medical Center - Jackson, Mississippi Area

- Ran Mitosis each and every morning for training environments.
- Built and design framework/templates used to format e-learnings and setup for Adobe Captivate.
- Developed eLearning using Adobe Captivate software.
- Developed lesson plans and established curriculum design in needed areas.
- Trained on average 30 nurses daily on Inpatient Clin-Doc 2010 version.
- Communicated training issues and needs to System and Clinical Analyst.
- Designed Clin-Doc Curriculum.
- Supported end-users onsite during go-live events.
- Developed and maintained end-user and trainer reference guides.
- Designed Go-Live Training Manual and provided floor support.
- Trained Providers using CPOE and Clin-Doc Curriculum.
- Trained the Trainer Instruction for Training Consultants and Go-Live Support Trainers.

Implementation EMR Project Manager | (April 2011- April 2012)

Prognosis Health Information Systems - Houston, Texas Area

- Extensive Experience with Leading Implementation to successful Attestations meeting all Core.
- Measured from Implementation- Go Live to Attestation submittal to the CMS.
- Coordinated with Hospital Executives including (CEO, IT Director, Director of Nurses, Pharmacy, HIM, Human Resources) Healthcare Politics as it relates to Interface and data loading procedures.

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- Led daily Scrum, and steering Committee Calls with CEO, Executive Staff, and Directors of Clinics and Small Critical Access Hospitals (CAH) to Structure the HER Architecture from Workflow Implementation-to Support of Dragon Naturally Speaking Basic 11.0 2010 through Dragon Dictate 11.5
 - Provided Project Management, for workflow analysis, data loading, mapping, for scheduling application and support for the implementation of HER.
 - Developed and managed delivery of manual test scripts Environments for training, testing and production environment consistency.
 - Communicated regularly with team stakeholders and executive sponsors about team progress toward goal achievement, critical factors, and obstacles
 - Led the work to design new workflows that will overcome inefficiencies in existing ones.
 - Developed the analytic and measurement strategy for projects undertaken including the development of key metrics, identification of data sources, and collection of baseline data.
 - Collaborated with team to adjust and eventually seek consensus on newly designed workflows in a timely manner.
 - Designed consensus with the parties previously mentioned on an implementation plan for new workflows
- Coordinated and led the implementation of agreed-upon workflows inside the practice.
 - Supported the training of users by developing training materials and performing training where needed.
 - Monitored the progress of the entire EHR implementation project and provide regular updates to our client.

EpicCare Certified Trainer CPOE, ClinDoc | (May 2011- December 2011) NYU Langone Medical Center - New York, NY

- Implemented Model Systems and Validation Sessions preparation. Extensive Meaningful Use knowledge and guidance for the Care Management Team as it relates to building direction Attestation and CMS Ordering, Clinical, and Content.
- Answered questions posed by end-users as they use the system.
- Troubleshoot and report any error messages, printing issues, security problems, and enhancement suggestions.
- Liaise between the users and the Command Center for issues and problem resolutions.
- Identified and reported workflow and/ or system configuration improvements.

Epic Analyst/ ClinDoc/ CPOE | (November 2010- May 2011)
Fairview Health Services - Minneapolis, MN

- Created custom workflows and modified and edited existing workflows.
- Support user Physician Validation through user configuration and security correction in Service Now.
- Superior skills in system workflow and business process flow for Clinics and InPatient hospital structure through analysis and design.
- Produced business process flow analysis and design through the workflow engine, Microsoft Vision and Six Sigma (Green Belt).
- Provided Design, Build & Validate (DBV) in several EpicCare software environments including POC, TST, LTT and many other build environments.
- Performed workflow optimization amongst flowcharting through MS Visio and Epic Workfloweditor.
- Build countless lines of Epic Ambulatory and Clin Doc Rules, flowsheets, Smarttext and System List for Pediatrics, Pre-Surgery through POC and TST environment to copy over to Production to develop Flow sheet Templates prior to deadlines and MST Copy downs.
- Designed custom workflows from scratch without workflow templates for several different clinical roles as well as clinical procedures such as, telephone encounters, HOD-IP Cardioversion/TEE Physician Consults in an Inpatient Setting, and Cardiac Cath Pre-Scheduling and many other specialty departments.
- Built countless Testing scripts for several Clinical roles in preparation for Dress Rehearsals Scenarios to be used in actual Dress rehearsals prior go-live.
- Identify appropriate resources needed and provide timely resolutions.
- Assist with system selection, system maintenance/upgrade and implementation, including system definition, build, testing and conversion planning and interfaces.

Epic Analyst (Builder) – ClinDoc Inpatient | (October 2010- November 2010)

Essentia Health Systems St Mary's Medical Center - Duluth, MN

- Provided build implementation project of the entire Essentia Health System to include Miller Dawn and St. Mary's Medical Center physicians, nurses, and clinicians to meet a Go-Live deadline set for a 120 - Day stretch.
- Supported our clients' EPIC systems by working with SSC end users and the clients to develop and implement improvements and upgrades to the EPIC system. Also supporting and troubleshooting SSC and Client issues.
- Provided Design, Build & Validate (DBV) in several software environments including POC, TST, LTT and many other build environments.
- Performed workflow optimization amongst flowcharting through MS Visio and Epic Workflow editor.
- Developed and wrote online scripts for e-Learning training Adobe Captivate
- Trained Epic application module to end-users who are practitioners, doctors, (RN) registered nurses and hospital staff. Teach end-user how workflows will change with the new Epic system.
- Established and maintained a training environment in a manner consistent with the overall training strategy and approach.

Epic Analyst Inpatient (Trainer) - Outpatient (Ambulatory Clinic Support) | (May 2010- October 2010)

Grady Health System - Atlanta, GA

- Provided Pre-Go Live and Post Go-Live support for a "Big Bang" implementation project of 5,500 physicians, nurses, and clinicians to meet a Go-Live deadline set for a 90 Day stretch.
- Developed and maintained end-user and trainer reference guides.
- Designed Go-Live Training Manual and provided floor support.
- Trained the Trainer Instruction for Training Consultants and Art of a Superuser Go-Live Support Trainers.
- Built and designed patient work queues in a training environment.
- Collected comprehensive functional requirements from the customer.
- Designed/configured the user interface in an iterative fashion Involved in writing Test Scripts.
- Involved in Manual testing, Functional testing, Workflow Integration testing, User acceptance testing and regression testing.
- Coordinated the trained logistics (courses, classrooms, registrations, timeframes, etc.) in collaboration with the Training Coordinator. Prepare training materials used during training.
- Trained newly hired employees as part of their orientation. Maintain system documents.
- Responsible for supporting the information management needs of various departments and processes across the organization through project coordination, application implementation, upgrades and ongoing maintenance/enhancements.
- Served as primary resolution point for all issues regarding Clin-Doc, CPOE, and Willow.

Epic Systems Analyst | (February 2007- May 2010)

Sentara Williamsburg Regional Medical Center and Sentara Leigh Hospital - St. Louis, MO

- ADT, Ambulatory, Inpatient Documentation, Hospital and Professional Billing, Claims, Orders, Results and Transcription.
- Developed project methods, standards, approach, objectives and executed parameters.
- Interviewed clinic managers on their need for biomedical devices and system to be integrated with Epic, by determining their use and business case for feasibility and utilization.
- Managed Interface and Workflow Integration Build and Testing within the following modules: Epic ADT, Prelude, Ambulatory, Cadence, Clinical Documentation, Cerner, IDX, HBOC, Eclipsys and Centricity.
- Performed training and demonstrations to Ambulatory Providers, Managers and Staff on the features and use of OnBase. OnBase is a HIM documentation and forms scanning system that integrates with Epic.
- Communicated with vendors to gather HL7 interface specifications, customizations and proposals.
- Acted as the IT interface with Sentara clinical business partners.