

Andre Williams

Senior Content Developer | Instructional Designer

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Senior Content Developer for eLearning solutions with expert experience in Articulate Storyline, Adobe Captivate and Camtasia. Instructional Designer with over 10+ years of Adult learning experience. 10+ Years of intimate knowledge of instructional design methodologies adult learning theory (ARCS, Robert Gagne, ADDIE and SAM models of ISD, Kirkpatrick 4 levels of Evaluation.

*Public Trust Security Clearance

Work Experience

Senior Content Developer and Editor – Adobe Captivate ELearning Specialist

HealthCare IT Leaders, Alpharetta, GA

Client: Accenture Federal Services in Partnership with the Department of Defense Healthcare Management System Modernization (DHMSM)

"REMOTE" - Selma, AL | August 2018 to Present

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

ELearning Instructional Designer - Articulate Storyline 360 ELearning Specialist

AW Enterprises

Client: Vaco in Partnership with Steris IMS - Birmingham, AL

"REMOTE" - Selma, AL | October 2018 to February 2019

- Designed scripts, screenshots and simulations for several models for repair of Physicians surgery equipment.
- Developed ELearning using Articulate Storyline 360 and published HTML-browser based courses using Articulate's new Rise 360 product.
- Improved detailed curriculum content using Storyline 2018 and Camtasia, SnagIt, that includes but is not limited to leader/student guides, quick reference materials, job aids, scripts scenarios and CBT.
- Developed Storyboards using actual photos and step-by-step cliff notes of instructions of cleaning and repairing medical surgical devices.
- Managed and created instructional-layered modules to organize the step-by-step process of repairing medical surgical devices using hand-written notes and developed the final instructional timeline for new hired employees to gradually be assessed using ELearning assessment tools.
- Created Facilitator Guides by organizing the modules in short instructional guides for print to be used for each stage of device repair stations.
- Developed final voice-over using professional audio editing tools to include: Audacity, Garage Band, ProTools for ELearnings.
- Implemented Training Educational Design (TED) methodologies with subject matter experts' workflows, designs and develops applications training programs.

- Developed training documentation to include pre-training skill assessments, online training modules, job aids, class evaluation and post-training skill assessments.
- Implemented 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.
- Used daily Scrum and Agile methods to meet internal milestones of 72 Elearning Captivate videos for End Users.

Senior ELearning Developer - Adobe Captivate ELearning Conversion Specialist

*Promotion from Instructional Designer to Senior ELearning Developer

Client: Centura Healthcare, Denver, CO

90% REMOTE, 10% ONSITE | July 2018 to October 2018

- Led newly trained Instructional Designers in a full ELearning training conversion.
- Developed ELearnings to replace over 200 hours of training for over 135 classes in a full conversion on a 5.2 million budget.
- 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 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.
- Implemented 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 Instructional Designer

Client: Centura Healthcare, Denver, CO

90% REMOTE, 10% ONSITE | April 2018 to July 2018

- Improved detailed curriculum content using Instructional Design conversion methods and techniques to prep instructional content for ELearning conversion.
- Met daily with SMEs to extract and confirm the most current workflow design to redevelop content for storyboard preparation.
- Developed over 500 workflow vizios and workflow charts that mocked click-by-click simulation in the software for the new ELearning team to create scripts.
- Planned full back office CBT training by using SME workflows to develop a seamless new workflow process using the electronic medical record and meeting meaningful use guidelines.

Senior Elearning Developer Captivate Resource Inpatient/Ambulatory

The HCI Group- Client: BJC Healthcare - Saint Louis, MI

"REMOTE" | February 2018 to March 2018

- 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 Training Leadership

Cornerstone Group

Client: NYC Healthcare - New York, NY

October 2016 to February 2018

- 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.

Principal Trainer & Instructional Designer Consultant

Texas Scottish Rites Hospital for Children - Dallas, TX

June 2016 to August 2016

- Designed storyboards and for CBT training for Captivate ELearning design.
- Recorded live workflow sessions using Camtasia as 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 spreadsheet 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 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 eLearning's 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 Training Lead

Partners Health Care - Boston, MA

February 2016 to June 2016

- Led and designed a full course for residents using Articulate and other video editing software to create a video and computer-based training program for the emergency department.
- Recorded live workflow sessions using Camtasia as screen capturing tool to accurately develop workflow eLearning.
- Used Articulate and Camtasia to deliver curriculum workflow click-by-click tutorial skills to meet the needs of group training versus 1:1 training.
- Created CBT modules and pre-training skill assessments, training documentation, online training modules, and managed the LMS.
- Trained Physicians assistance in Revenue Cycle workflows with CSNs, Guarantor Accounts, Professional Billing and Hospital Billing using Resolute HB.
- Designed CBT with Adobe Captivate to follow front desk workflow on creating HARs, for Hospital Billing and insurance coverage workflows as well.

- 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.

Orders & ClinDoc Instructional Designer Consultant

HCA Salt Lake City, Utah

June 2015 to October 2015

- 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 test, computer-based exams, evaluations, surveys using LMS.
- Improved existing workflow scripts, case studies and e-learnings 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 Consultant

Allentown/Bethlehem - Easton, PA

March 2015 to June 2015

- 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 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 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; remote web-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

Children's Health Care of Atlanta - Atlanta, GA

July 2014 to March 2015

- 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, trifold and pocket cards.
- Supported physician Dragon use in 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 Cherwell support system.
- Installed Dragon client on physical workstations over 7 local hospitals.

- Assessed hardware inventory for appropriate use of software.

Epic Certified/Credentialed Trainer - ClinDoc/Respiratory/Radiant/Rover

Presbyterian Health Services - Albuquerque, NM

June 2013 to July 2014

- 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 Super user 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.

Lead CPOE/ClinDoc Training Specialist Dragon Instructional Designer

Memorial Healthcare Systems - Hollywood, FL

September 2012 to 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 Forms documentation completion.
- Participated in Project Team weekly meetings.
- Build, validation, and clean-up.
- Co-authored CBT/WBT, e-learnings.
- 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

University of Mississippi Medical Center

April 2012 to September 2012

- 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.

Project Manager - EMR Implementation Team

Chart Access (EMR) - Prognosis Health Information Systems - Houston, TX

October 2011 to April 2012

- 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.
- 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 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 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 implementation of agreed upon workflows inside the practice.
- Supported training of users by developing training materials and performing training where needed.
- Monitored progress of the entire EHR implementation project and provide regular updates to our client.

EpicCare Certified Trainer CPOE, ClinDoc

NYU Langone Medical Center - New York, NY

May 2011 to October 2011

- Implemented 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, Clinical and Content.
- Answered questions posed by end users as they use the system.
- Troubleshoot and reported any error messages, printing issues, security problems, and enhancement suggestions.
- Liaise between the users and the Command Center for issues and problems resolutions.
- Identified and reported workflow and/ or system configuration improvements.

Epic Analyst/ ClinDoc/ CPOE

Fairview Health Services - Minneapolis, MN

November 2010 to May 2011

- Meaningful Use Core Objective advisement to prepare and establish aggressive practices to meet Attestation of Meaning Use.
- Responsible for supporting the building order-sets 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 build working with custom navigators, activities, reports, roles, menus, content and security.
- Created custom workflows and modified and edited existing workflows.
- Superior skills in system workflow and business process flow analysis and design.
- Produced business process flow analysis and design.

- 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.
- Built countless lines of ClinDoc Rules for Pediatrics, Pre-Surgery through POC 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.
- Built countless Testing scripts for several Clinical roles in preparation for Dress Rehearsals Scenarios to be used in actual Dress rehearsals prior Go-Live.
- Identified appropriate resources needed and provide timely resolutions.
- Assisted with system selection, system maintenance/upgrade and implementation, including system definition, build, testing and conversion planning and interfaces.

Epic Analyst

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

October 2010 to November 2010

- 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 of consistent with the overall training strategy and approach.
- As a Credentialed Trainer for The Epic Project I am responsible for delivering much of the Epic application end-user training. I acquire knowledge regarding future workflows and application functionality.

Epic Analyst Inpatient (Trainer) - Outpatient (Ambulatory Clinic Support)

Grady Health Systems - Atlanta, GA

May 2010 to October 2010

- 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.
- Created and updated fee schedules; Supervised medication orders and reconciliations.
- 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.

- Created 15 new training programs for managers and employees. Topics were designed for performance enhancement and skill-building.
- Designed numerous training materials including handouts, charts, graphs, job aids, overhead and digital video.

Epic Systems Analyst

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

February 2007 to May 2010

- 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.

Education

MBA

American InterContinental University

May 2009

Bachelor of Science in Business Administration-Operational Management in Business Administration-Operational Management

Auburn University - Auburn, AL

May 2005

Skills

TRAINING (10+ years), EPIC (10+ years), PMI (7 years), E-LEARNING (10+ years), ARTICULATE (7 years), Drupal, Java, Angular, Instructional Design, Addie, ELearning, Storyline, Captivate, HTML, Camtasia, Instruction

Certifications/Licenses

Driver's License

Adobe Captivate

August 2018 to Present

E-Learning Instructional Design Certificate from ATD

November 2015 to Present

Instructional Technology of Auburn (AUM)

Present

Instructional technology describes all tools used for teaching and learning, including mobile technologies, virtual worlds, web 2.0 tools, cameras, GPS devices, computer-based probes, calculators, and electronic tools yet to be discovered.

Groups

Alpha Phi Alpha Fraternity, Inc.

November 2001 to Present

Additional Information

EXPERTISE & CERTIFICATIONS

10+ Years of intimate knowledge of instructional design methodologies adult learning theory (ARCS, Robert Gagne, ADDIE and SAM models of ISD, Kirkpatrick 4 levels of Evaluation.

- Articulate Storyline Content Developer
- Adobe Captivate Developer
- Camtasia eLearning Developer
- 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 E-Learning with CBT among Epic Workflows using Adobe Captivate and Camtasia and various applications