

ROBYN A. DEFELICE

PERSONAL INFORMATION

534 Catherine Street
Bloomsburg, PA 17815

robyn@dishingdesign.com
610-462-5134 (Phone)

PROJECT SUMMARIES (SELECTED)

PinPoint Strategies Bloomsburg, PA

Project Manager/Sr. Instructional Designer

Responsible for supervising and communicating project tasks, deliverables, and milestones. Designed, developed, and implemented communication tools, status spreadsheets (overviews and granular perspectives), and project tracking components to ensure streamlined management of project.

Project responsibilities generally included (but were not limited to):

- communicating with key stakeholders on project milestones, tasks, and risks
- scheduling, maintaining, and reporting meetings; internal and external
- re-assessing timelines and capabilities per client needs
- ensuring action items, both internal and external were accomplished
- developing methodologies to enhance and consolidate project management

KMS Learning, LLC (TestTrack) West Chester, PA

Technical Writer/Sr. Instructional Designer

Working with owner of TestTrack LMS to develop a fully comprehensive administrator manual for product. Designing and developing manual by collaborating with SME and using the LMS platform.

Project responsibilities generally included (but were not limited to):

- communicating with key stakeholders on project milestones, tasks, and risks
- managing review cycles of manual
- writing administrative content and creating job aids for functionality
- accessing LMS system to craft scenarios and take screen captures
- developing style guide and documenting processes to updating the manual for future reference

Infologix Hatboro, PA

Sr. Instructional Designer/Project Manager

Managed several training initiatives that encompassed regulatory and system-based learning streams. Successfully launched OSHA trainings for two major hospital systems. Created onboarding and job-specific training in conjunction with the rollout of new HR Management software for a hospital. Also provided stand-up and phone-based trainings to orientate specific clients (major hospital systems and a mid-sized pharmaceutical company) to the functionality of their TestTrack LMS system.

Project responsibilities generally included (but were not limited to):

- communicating with key stakeholders on project milestones, tasks, and risks
- working directly with the SMEs
- writing training content and developing the training via a rapid development tool
- accessing appropriate systems to extract screenshots and record demonstrations (project dependent)
- developing assessments and loading into LMS

**PROJECT SUMMARIES
(SELECTED)****Medtronic
Mounds View, MN****Sr. Instructional Designer/Project Manager**

Worked with Medtronic's internal training team and SMEs to develop a training pilot for their sales force. The instructor-led training curriculum was created into three sections (pre-training, in-person training, and post-training) to help track the growth of the individual on the specific topic. Findings from the pilot will help to determine and guide further initiatives on migrating all or parts of the curriculum to an online environment. Created a unique method for streamlining learning materials which reduced production costs and strengthened version control capabilities.

Project responsibilities generally included (but were not limited to):

- communicating with key stakeholders on project milestones, tasks, and risks
- working directly with the SMEs
- providing recommendations on overall design and dissemination of training and its corresponding activities
- providing recommendations on converting and repurposing content
- writing training content

**Institute of Interactive Technologies for
Industry Partnerships, State of
Pennsylvania****Sr. Instructional Designer/SME**

Designed and developed a three-part, 12-hour training series on the management of information technology employees. The comprehensive training provided education on managing individuals and teams in the information technology arena. Concepts covered attributes of management, key characteristics and traits of information technology employees and how to better manage them, resolution of team conflict, and individual management growth. All concepts and learning materials were supported with activities and tools that managers could use in their day-to-day jobs. Targeted case studies were created to further assist in practicing the application of the newly acquired assets.

Project responsibilities generally included (but were not limited to):

- researching and structuring three four-hour courses
- writing content and activities
- developed assessment tools, activity sheets, and case studies
- providing recommendations on converting and repurposing content

**PROJECT SUMMARIES
(SELECTED)****Department of Interactive Technologies
Bloomsburg, PA****Sr. Instructional Designer/Project Manager**

Supervised and worked directly with a major pharmaceutical company to create a desk-based resource for their Sales Training department, as well as, web-based training for the LMS Team. The first project was an educational tool that encompassed the entire process of managing the development and/or maintenance of a new hire learning system. This easy-to-use guide allowed users to ensure they were in contact with the appropriate stakeholders, using the correct resources, and following the approved processes. A specially designed index permitted this tool to be an accessible, timely asset. The second project covered the basics of AICC and SCORM and how each played an important role in the development of content for an LMS.

Project responsibilities generally included (but were not limited to):

- managing/supervising graduate-level students
- communicating with key stakeholders on project milestones, tasks, and risks
- working directly with the SMEs
- providing recommendations on overall design and dissemination of training and its corresponding activities
- providing recommendations on converting and repurposing content
- writing training content
- developed final packaging, documentation for upkeep of resource, and standards for version control

**Kaplan EduNeering
Princeton, NJ****Sr. Instructional Designer/Project Manager**

Provided analytical, design, and writing skills to various projects for Kaplan EduNeering and their clients; which include federal government agencies and major pharmaceutical and health provider corporations. Most projects encompassed regulatory, compliance and process-oriented content. Training projects were created by leveraging a rapid development process and timeline.

Project responsibilities generally included (but were not limited to):

- communicating with key stakeholders on project milestones, tasks, and risks
 - working directly with the SMEs
 - providing recommendations on converting and repurposing content
 - writing training content, creation of learning activities, and developing course assessments
 - collaborated and guided internal media team to complete interactive materials
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