

Ingrid Richrath

“My job is to make your job easier.”

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EDUCATION

Master of Arts – Instructional Technology/Media at UCF, Orlando, FL (3.98 GPA) in 2003
Bachelors of Science – Management of Information Systems at UCF, Orlando, FL (3.50 GPA) in 1998

CAREER - SUMMARY

Accounting	8+ years	Military / Defense	1 year
Contact/Call Center	7 years	Project Management	10 years
Healthcare	10+ years	Retail	6 years
Hospitality / Timeshare	2 years	Sales	3 years
Instructional Design / Training	10+ years	Software Development	3 years
Manager (Training)	2 years		

CAREER - DETAIL

Cigna – Orlando, Florida

Training Specialist – Facilitator and Instructional Designer, 2017 to current

- created call center training for incumbents and new hires at multiple locations with remote associates
- developed departmental evaluation strategy using customized mnemonic (**S**elect Evaluation, **T**ally Data, **A**nalyze Data, **R**eport Results) to training other designers on available evaluation options; included case studies and considerations to assist with strategies
- designed and developed microlearnings for call model training while leading team to create consistent courses; used Articulate to create animations; and for ease of access, posted content into knowledge management system; performed voiceovers for mock calls to demonstrate a good call and to be used as activities in correcting a challenging call; created innovative 5 STAR mnemonic for call model
- redesigned annual enrollment training to include web-based microlearnings with customized management system and infographics – instead of 4 hour, 150 slide deck
- facilitated 3-day training sessions to subject matter experts in becoming adjunct facilitators for quick on-the-job training to their teams; coached participants and provided feedback to enhance performance; and completed and passed 3 day certification
- updated coaching materials and earned 91% net promoter score (NPS) without any detractors
- researched feasibility to host videos outside of SAP Success Factors LMS; pursued Vbrick platform
- assessed effectiveness on soft skill training based on NPS ratings provided by callers
- created level 1 evaluations using Vovici and Metrics That Matter tools

Sears Holdings Corporation – Orlando, Florida

Instructional Designer – Project Manager, 2010 to 2016

- designed and developed on-the-job, self-directed training for Sales Market Coordinators using cartoon animations, social networking site activities, intranet searches, and an electronic participant guide (ePG) acting as a dashboard; the ePG contained assignments with an answer key, scenarios to email the manager, coaching sessions, and discussion points; included knowledge checks within internal social networking site, learning objective checklists for manager review, and a final online course assessment
- designed and developed Retail Support 3-week classroom training; provided activities to refer to intranet's P&P which provided practice for associates (instead of including P&P into the content); created a “calling card” game – a card game activity for 3 players (a caller, an agent, and a QA associate)
- designed and developed training strategies for Kmart Smart Plan national launch; implemented training for associates across multiple phases - on product knowledge, claims processing, and setting service; created decision tool called KSP ASAP tool for agents to determine claim status just-in-time (for <7% of call volume) instead of agents retaining info; identified gaps and recommended process improvements
- identified gap in existing Sears Purchase Protect training where agents would not learn how to determine a claim status; replicated KSP ASAP tool – with short-term goal in consolidating the 2 tools and long-term goal to insert scripts/instructions into the application screens
- collaborated with team to create strategies which would improve processes that are scalable and transferable (between Winter Park and High Point) – while detailing the tasks for training
- partnered with National Training Managers to discern gaps on incumbents skills when agents transfer from Inbound to Outbound OR from Outbound to Inbound; developed/implemented training

Marriott Vacation Club International – Orlando, Florida

Instructional Developer (contractor), 2010

- created sales rep training for new product launch which included elearning, face-to-face instruction presentations and instructor guides; incorporated new product knowledge and consultative selling strategy training into lessons; selected and managed professional talent/actors for voiceovers
- interfaced with IT Department on custom-built software for sales staff to demo new product
- contributed to curriculum development which was recognized as Stevie Award Finalist for Sales Training or Coaching Program of the Year

Lockheed Martin – Orlando, Florida

Instructional Designer (contractor), 2009 to 2010

- developed complicated skill-based training for undergraduate WSO aircrew to operate aircraft – providing mission critical tasks for air-to-ground avionics; included content on radar, electronic warfare, infrared sensors, monitor aircraft, and navigation devices
- created 100+ page storyboards which provided content along with instructions for graphic artists/developers for 1-2 hour online training (i.e. CBT or electronic classrooms/FTF training)
- facilitated process with peer reviews, graphic artist and SME (i.e. retired aircrew) consultations

Rotech Healthcare – Orlando, Florida

Training Manager, 2006 to 2008

- worked with Compliance to develop and implement safety, JCAHO, and corporate compliance training – using workers' comp trends to determine gaps; designed and developed interactive images for users to click on safety issues
- designed and developed bi-monthly metrics for the COO, CSO, and Divisional VPs – to measure sales reps performance after training; collaborated with Division Vice Presidents in determining if negative trending inferred improvements needed for sales reps, trainers, or managers
- interviewed upper management and subject matter experts (SMEs) to collect best practices for mid-management training
- identified gap with 5000+ employees in not remembering how to access 66+ proprietary applications; implemented online job aid – which linked into new hire orientation
- designed and implemented electronic applicant flow log for VP of Human Resources – to mitigate errors created when completing hard copy documents for company's affirmative action plan
- analyzed, designed, developed and implemented 2-3 week long orientations for 3 of 5 primary roles including sales reps, managers, and drivers; supported development and implementation of other 2 roles (i.e. clinicians and customer reps); managed post training survey to new employees 30 days after orientation completion; evaluated continually to improve orientations and updated baseline/template orientation used for all 5 programs
- designed and implemented Rotech U – an online repository which included modules with assessments, job aids, classroom handouts; updated RU information for 5000 employees in over 500 national locations
- developed and facilitated train-the-trainer sessions for face-to-face and remote training; coached trainers and provided feedback after monitoring classroom presentations
- worked closely with IT Help Desk/Call Center pre and post go-live of updates/upgrades to determine trends of end user issues and any necessary follow up training

Wyndham/Cendant TRG – Orlando, Florida

Instructional Designer, 2004 to 2005

- supported QA of calls when determining how to help agents improve quality and efficiency scores while providing information on dozens of contract types; supported technical issues of NICE recording solution; trained staff on new balanced scorecard for 60% quality (observation) and 40 % efficiency (AHT, adherence, attendance); internal (quality monitoring) metrics and external measures (owner satisfaction)
- learned, analyzed, designed and developed training to move the Extra Holidays and Preferred Status Exchange (PSE) call center from Mexico City to US; included blended training on product knowledge and technical training; launched electronic and classroom-based training; implemented paper-based, self-study, instructor-led, facilitator guides and web-based materials
- developed an online storage solution for Extra Holidays and PSE rate sheets and resort information; replaced paper workflow while expediting process to update agents with daily rate changes for just-in-time information for 2 call center offices
- proposed, designed and created prototype for KIM (Knowledge Information Management) – utilizing existing technical infrastructure (i.e. MS Exchange) to house content and use search to find FAQs quickly
- specialized in creating just-in-time training (including job aids) to minimize agent error
- developed and launched surveys/focus groups for eLearning standards and gap analysis

TM Floyd – Columbia, South Carolina
Application Systems Analyst, 2004

- reviewed production for defects at all phases of development (design through development); when found, identified cause(s), determined best strategy for rapid correction, and communicated to developer
- designed and developed training and reference materials to coach colleagues and customers
- worked closely with Development with testing of new versions and satisfying beta clients
- provided support and training including: acted as liaison/resource for regional implementation/training staff and prepared documentation needed for new versions' features

Regeneration Technologies, Incorporated – Gainesville, Florida
Instructional Designer – Intern, 2003

- conducted research with subject matter experts to gain detailed understanding of project scope
- researched/designed training programs using structured instructional design techniques
- enhanced existing training programs to meet changing business needs and to ensure continuity

Medical Manager/WebMD/Sage – Gainesville, Florida
Product Specialist – Business Analyst, 2003

- performed needs analysis to determine the learners requirements and technological constraints
- designed/developed training and reference materials for coaching colleagues and customers
- worked closely with Development with in testing of new versions and satisfying beta clients
- acted as liaison/resource for regional implementation/training staff, documented new features
- suggested and championed enhancements; wrote specs to support implementation
- reviewed production for defects at all phases of development (design through development); when found, identified cause(s) and determined best strategy for rapid correction
- assessed beta sites following on-site visits to ensure usability; reported formative evaluations

Camber Corporation – Orlando, Florida
Instructional Systems Designer – Intern, 2002

- worked on a team - following a systematic process in the analysis, design, development, production, implementation, and evaluation of training programs for the U. S. Navy
- wrote instructional materials on Close In Weapons System (CIWS) for combat ships
- supported the planning process to identify and validate training requirements
- developed and proposed recommended alternative online/computer-based training strategies
- supported design, development, and implementation of instruction using storyboards while creating media requests for graphic designers

Dynamic Healthcare Technologies, Inc./Cerner – Lake Mary, Florida
Corporate Trainer, 2000 to 2001

- trained classes in dictionary building, system manager, report writing (InfoMaker), and SQL
- created lectures to broadcast in-house and remote classrooms utilizing NetOps School and pcAnywhere – instrumental in reduction of travel expenditures by \$1200 per employee per class
- incorporated creative games into training to maintain level of enthusiasm during class
- established baseline of database and Ghost copies to restore a clean training environment
- assessed training needs for customer and internal (technical and sales) staff
- designed new employee training to include proprietary and third party software (MS Outlook, Schedule Plus, pcAnywhere), voice mail instruction, company workflow, and Meet the Managers

Application Analyst, 1999 to 2000

- provided support and worked with development to design, test, and implement code at beta sites of a PACS radiology solution that combines images, information, and web technology
- performed unit testing: client/server, SQL, browser-based reports, HL7 and DICOM conformance
- configured and troubleshot client server systems
- interpreted systems and specs to validate processes; supported development of technical solutions
- responded to Help Desk calls from clients, triaged issues and delivered software support to clients

University of Central Florida – Orlando, Florida
System Developer/Tech Team Help Desk, 1997 to 1998

- instructed Microsoft Office training sessions in computer lab setting and tutored individuals
- programmed in VB 5/Access; developed manuals and trained users on how to utilize program
- programmed in Access for exam registration/grades and for symposium registration/invoicing

Florida Hospital– Orlando, Florida

Various positions including Service Representative, A/P, A/R, Fixed Assets, Bookkeeper, 1989 to 1998

- managed four employees as a Team Lead and furnished work papers for audit review
- analyzed and corrected pre-closing, monthly financial statements
- reconciled Fixed Asset subsidiary (over \$1.5 million assets per month)
- prepared related entities' financial statements, consolidations, and graphs
- pre-edited manuscripts; liaised with post-doctoral scientists for a scientific journal

TECHNICAL SKILLS

Healthcare

DICOM Conformance
HL7 Specifications
MedSpeak (voice recognition)
Optima (mammography)
PACSPlus (PACS)
RadPlus (RIS)
UB-82 Billing
ULTIA (handheld application)

Instructional / Multimedia

Adobe/Macromedia Authorware
Adobe/Macromedia Breeze Meeting
Adobe/Macromedia Breeze Presenter
Adobe/Macromedia Breeze Training
Adobe/Macromedia Captivate (RoboDemo)
Adobe Photoshop
Adobe Premiere
ADDIE (model)
CBT (computer-based training)
Distance Education
Documentation
Documentum Content Management System
Kenexa LCMS (OutStart Evolution)
Microsoft Producer
Microsoft Messenger/Netmeeting
NetOp School (remote classroom)
Plateau Learning Management System (LMS)
QA/Testing
Robohelp (online help)
Sound Forge
TechSmith SnagIt
Training Curriculum and Media
WBT (web-based training)
WebCT (remote training)
WebEx (remote training)

Internet Tools

Active Server Pages
Front Page
HTML
Java Script
Macromedia Dreamweaver
Microsoft Internet Explorer
Netscape Communicator
Visual Basic Script

Networking

Citrix (thin client)
Client/Server
FTP
PCAnywhere
RAS
TCP/IP
Telnet

Office/Business

Adobe Acrobat Professional
Groupwise
Microsoft Office
Microsoft Project

Operating Systems

Microsoft Windows

Programming

SQL
Sybase PowerBuilder
Visual Basic – w/On-Line Help

Report Writing Tools

Microsoft Access
Seagate Crystal Reports
Sybase InfoMaker

Miscellaneous

Active Sync
Microsoft Windows CE
PDAs (HP iPAQ and Dell Axim)
SDLC (Software Development Life Cycle)
Technical Writing