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Professional Portfolio

www.trainpropath.com

OBJECTIVE

- Experienced healthcare training and development specialist with a passion for modern adult learning, EMR education, and creating engaging learning experiences that turn complex workflows into practical, comprehensible solutions.

PROFESSIONAL EXPERIENCE

Luminis Health, Annapolis, MD — Epic Training and Development Specialist

March 2025 - Present

- Design, develop, and implement a certified Epic Super User Program for outpatient practices that improves workflow knowledge, strengthens real-time support, and increases readiness for Epic upgrades and system changes.
- Facilitate Epic customization sessions with practice providers to increase awareness of available Epic tools, helping streamline documentation while reducing click rates and provider pajama time.
- Collaborate with Luminis Health leadership and project stakeholders to lead the 2026 Annual Core Competency initiative, applying a microlearning philosophy with voice narration and recurring knowledge checks to improve engagement and reinforce comprehension.
- Partner with department leadership, Epic principal trainers, and other stakeholders to conduct a Training Needs Analysis of training processes, staff knowledge, and available learning resources, applying findings to strengthen training delivery and align educational objectives with modern adult learning principles.
- Serve as HealthStream LMS System Administrator for the Essential Skills Team, managing SCORM course publishing, learner progress tracking, reporting, and system configuration.
- Design and develop microlearning modules, progressive evaluation activities, and interactive learning experiences using Adobe Captivate and other development tools that support Epic ambulatory and patient access workflow education.
- Use the ADDIE Model of Learning to guide the structured development, implementation, and evaluation of Epic initiatives and department training programs, supporting continuous improvement and measurable learning outcomes.

Articularis Healthcare Group, Summerville, SC — Provider Support Specialist (Contract)

November 2024 - March 2025

- Onboarded new rheumatology physicians through virtual and in-person AthenaOne training sessions, introducing key workflows and operational policies to support a smooth transition into clinical practice.
- Provided at-the-elbow support for AthenaOne and related clinical systems, partnering with physicians and advanced care practitioners to reinforce understanding of system functionality while delivering real-time assistance during clinical operations.
- Supported the implementation of AthenaOne across newly integrated practices by coordinating system configuration, collaborating with analysts to resolve system issues, and guiding providers through the transition to new practice workflows.
- Analyzed performance metrics to identify workflow gaps and used the PDSA improvement model to develop targeted remediation strategies that improved operational performance and strengthened staff effectiveness.

UnitedHealth Group, Morgantown, WV — Clinical Training Specialist - Optum / MedExpress

May 2019 - September 2024

- Led training delivery for three different EMR systems utilized within the MedExpress and Optum Virtual Care platforms, providing comprehensive training and support to a diverse team of more than 300 clinical staff, physicians, and advanced care practitioners.
- Supported Go-live implementations for Amwell, Athena, and Epic EMR systems, providing at-the-elbow support for physicians and advanced care practitioners.
- Designed and delivered an EMR optimization training series for Epic and Athena that simplified workflows, improved navigation efficiency, and strengthened staff-to-patient communication.
- Created and executed a subject-specific curriculum based on Epic efficiency concepts that prioritized objectives and accommodated diverse learning styles and modalities.
- Facilitated training workshops and EMR customization sessions for Optum Virtual Care providers to improve comprehension of clinical guidelines and EMR system functionalities.
- Analyzed performance analytics, Epic Signal data, and key indicators to identify performance gaps

TECHNOLOGY

Epic

Athena

Amwell

Cerner

HealthStream LMS

Jira

Adobe Captivate

Canva

Camtasia

Microsoft Office 365

Microsoft Teams

SharePoint

CORE COMPETENCIES

EMR Training & Implementation

Clinical Training Delivery & Education

Clinical Competency Program Development

Microlearning & Curriculum Strategy

At-the-Elbow Go-Live Support

LMS HealthStream Administrator

Regulatory & Joint Commission Alignment

Performance Gap Analysis & Remediation

Physician and Clinical Staff Education

Instructional Design (ADDIE Model)

eLearning Development (Adobe Captivate, Canva)

and develop targeted remediation strategies that align with the ADDIE Model of Learning.

- Collaborated with organizational stakeholders to coordinate training projects by defining priorities, establishing timelines, and tracking progress to ensure successful project delivery.
- Partnered with project stakeholders to create lesson plans, system workflows, and other educational materials that ensured consistent delivery of all required learning objectives.
- Collaborated with the development team, using Adobe Captivate and other Adobe tools to create eLearning concepts, customized multimedia assets, and supplemental training resources that supported learner engagement and individualized learning.
- Delivered virtual and classroom training through Microsoft Teams, Zoom, and Cisco WebEx while using PowerPoint and Canva to create engaging learner-centered presentations.
- Managed LMS activities including course deployment, learner tracking, and reporting to support training completion and performance monitoring.

WellSpan Health, York, PA — Emergency Clinical Assistant and Clinical Training Support

January 2015 - September 2017

- Developed department-specific virtual curricula to support the implementation of Epic EMR software across multiple departments and roles.
- Partnered with emergency department leadership and specialty physicians to design and deliver virtual training sessions on Epic functionality, system workflows, and project updates that supported change management initiatives and implementation timelines.
- Collaborated with physicians and clinical teams as an EMR support resource during the Epic transition, reinforcing clinical workflow adoption while supporting therapeutic procedures for pediatric and adult patients.
- Created a customized employee engagement program that integrated multimedia components with existing communication tools across the WellSpan Health System, creating a channel for staff to ask questions and share feedback regarding Epic integration and other organizational initiatives.
- Tracked and evaluated key project performance metrics, including participation rates, learner engagement, and timeline adherence, and reported outcomes to clinical leadership and key project stakeholders.

Grifols, Harrisburg, PA / Colorado Springs, CO — Medical Supervisor / FDA Certified Trainer

July 2010 - January 2015

- Led a multidisciplinary clinical team of 18–25 staff, overseeing daily operations, clinical training, and regulatory compliance across plasma donation activities.
- Served as a Certified FTA Trainer responsible for staff education, competency validation, and training compliance aligned with FDA regulatory standards.
- Managed clinical training for plasma donation procedures, ensuring staff proficiency in venipuncture, donor monitoring, adverse reaction response, and post-donation care.
- Worked with Grifols leadership and FDA inspection teams to develop clinical workflows and compliance documentation supporting regulatory readiness.
- Partnered with quality and compliance teams to ensure adherence to FDA regulations, SOPs, and internal quality standards.
- Maintained detailed knowledge of state and federal regulations, including FDA guidelines, EMA, OSHA, CLIA standards, and internal compliance procedures.

ADDITIONAL EXPERIENCE

Founder and Podcast Developer – Podcast Radio America

Critical Care Transport Paramedic – Columbine Ambulance Service

CERTIFICATIONS

Pennsylvania Licensed EMT-Paramedic — Expires December 2027

American Red Cross Basic Life Support — Expires December 2027

FDA Certified Trainer – Biopharmaceutical

Epic Credentialed Trainer – Urgent & Primary Care

Epic Credentialed Trainer – Professional Billing

Epic Credentialed Trainer – Behavioral Health

EDUCATION

Huron Valley Center for EMS Education – EMT-Paramedic

Dorsey College – Accounting