

PROFILE

I am passionate about the user experience and improving product adoption by delivering engaging learning experiences. I also have interests in pursuing software engineering to make products more intuitive by combining my expertise of product training and empathy for the end user.

I love video games and like to think a lot about how to incorporate gaming concepts into the learning and product experience.

SKILLS

I have experience working with teams to brainstorm and *storyboard* concepts for course development. I can *facilitate* trainings at varying levels of complexity and enjoy crafting a way to *engage* learners. I have some experience in writing code which I continuously push myself to learn by creating applications that are fun or make my life more efficient.

Software and languages I am familiar with:

- Audition
- Photoshop
- Illustrator
- InDesign
- After Effects
- Articulate 360
- Camtasia
- Ruby on Rails
- React
- Javascript
- HTML & CSS
- Python

WORK EXPERIENCE

WalkMe

Customer Education Manager

July 2018 - Present

- Developed courses with an average NPS score of 33 and improved user adoption of product by 10% within 30 days
- Project managed the timeline every quarter for the development of 2-3 courses or certifications, each with a 1-3 month time frame for deliverables
- Collaborated cross-functionally to build out a new certification curriculum that generated an additional 25k-75k per month in revenue
- Scoped and implemented a new LMS system to support customer needs and expand externally to non-customers

Training Instructor

June 2017- July 2018

- Delivered on-site training for customers and partners globally with overall CSAT of 98%
- Certified over 100 users on the WalkMe product in person with a 30-point skills checklist

eClinicalWorks

Patient Relationship Management

Solutions Consultant

June 2016 - May 2017

- Launch startup of a new team to up-sell new software and services netting an additional \$500k in revenue
- Serve as a trusted advisor in recommending strategies and product solutions to streamline efficiency and quality via analysis of customer's business model

Software Training Specialist I-III

August 2011 - June 2016

- Trained and implemented software at over 150 private and enterprise-level facilities with 95% of practices achieving meaningful use and receiving \$52,000 in incentive payables from the government
- Increased retention and reduced churn through optimization training to at-risk customers to impart best practices pivotal to the customer's success, producing 88% improvement in performance on a 20-point KPI checklist

EDUCATION

FlatIron School

February 2019 - February 2020

Software Engineering

University of Texas at Austin

June 2011 - August 2011

Health Information Technology/Management Certificate Program

University of Texas at Austin

September 2007 - May 2011

B.S. Neurobiology and Neurosciences