



# KISHI BRIGGS

## Instructional Designer

## ABOUT ME

Business process and instructional design professional who applies solid skills in process improvement and training, to elevate stakeholder productivity through tactical content development. My desire is to always make a difference. I have 20+ years of instructional design experience and it truly is my passion. I take great joy in delivering complex system processes and functionality in a simplified manner that gives the learner that "aha" moment. Much of my experience has focused on ERP implementations, deploying blended learning solutions for large to medium scale organizations in support of training requirements. I have been responsible for assessing the training needs of client organizations in various industries and providing comprehensive interactive training interventions. The delivery mechanisms for these training activities have included modalities ranging from traditional classroom techniques to the latest technology enabled e-Learning.

## CONTACT



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## EXPERIENCE

2017 - Present

Instructional Designer  
*McKesson Technology*

Instructional Design Specialist in the McKesson Technology Department that is responsible for using autonomous efforts to build project tasks and timelines that support researching content, determining training strategies, designing, developing and executing to plan defined training deliverables which include but are not limited to: instructor-led courses, job aids, standard operating procedures, web-based courses using Adobe Captivate, Articulate Storyline, Camtasia, and other multi-media learning items using Adobe Creative Cloud applications (Acrobat DC, InDesign and Photoshop). Primary responsibilities include, creating multi-media training deliverables for iKnowMed Generation 2 Electronic Health Records (EHR) application, EnterpriseRx Pharmacy Management System, Clinical Programs Solution (CPS), and Adherence Performance Solution (APS).

1998 - 2017

Instructional Designer, Trainer and Training Lead

*Clients: Newport Corporation, King's Hawaiian, TOMS, Telogis, Geoprobe Systems, Mitsubishi Power Systems, International Rectifier, Schenker, NBC Universal, Administrative Office of California Courts (AOC), BAX Global, Buena Vista Home Entertainment (Disney), Cox Communication, Symbol Technologies, Johnson & Johnson Pharmaceutical Company, Becton, Dickinson & Company BioSciences and Automatic Data Processing (ADP), Inc.*

Instructional design and training consultant for primarily ERP implementation projects in various industries consisting of the following responsibilities: creating and maintaining training audience analysis, strategy documentation and project plans; developing instructional design standards for various training methods; creating training documentation and e-learning courses using a blended learning approach for both system functionality and process related information using customized Microsoft Word templates, Camtasia, Adobe Captivate, Adobe Creative Cloud applications, uPerform, OnDemand, Resite, Datango and Outstart; conducting formal classroom, one-on-one and on-line training courses in various US and International locations; managing instructional designers on training content design and development; and managing trainers traveling to multiple locations to conduct instructor-led training classes.

## SKILLS

Blended Learning Approach	<p>Formal, structured process-based learning approach that enables users to receive the optimum benefits from the system. Using the ADDIE methodology, I engage all work streams during the analysis phase for a results-based team approach in order to capture process related information. Process performance is the payoff.</p> <p>This approach:</p> <ul style="list-style-type: none"><li>✓ Leverages users existing knowledge base</li><li>✓ Allows for on-the-job and point-of-need access</li><li>✓ Focuses on the learning experience, not just training</li><li>✓ Provides users with what they need to know and understand to perform their tasks within the BIGGER business process</li></ul>
User Guide and Job Aid Development	<ul style="list-style-type: none"><li>• Create training documents and job aids including both functionality and process related information using customized Microsoft Word templates and various training simulation tools.</li><li>• Fill gaps between the business and the system by incorporating both business and functional project members in data gathering sessions. Data gathering sessions are typically recorded using WebEx or Camtasia to maximize project team member time that is often constrained</li></ul>
E-Learning with System Simulations	<ul style="list-style-type: none"><li>• Design custom e-Learning courses tailored to user needs using on-the-job based scenarios, system simulations, knowledge assessments, and games.</li><li>• Skilled in various training simulation tools, such as<ul style="list-style-type: none"><li>✓ Camtasia</li><li>✓ Articulate Storyline</li><li>✓ Adobe Captivate</li><li>✓ Adobe Creative Cloud applications</li></ul></li></ul>

- Bachelor of Science in Computer Information Systems, Rider University, Lawrenceville, NJ
- Associate of Science in Business Management, Middlesex County College, Middlesex, NJ

## EDUCATION