

# AMANDA SPAKE



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## PROFILE

Process-driven documentation and learning professional with 20+ years of experience as a consultant, analyst, designer, and developer. Creative problem-solver skilled at developing effective learning solutions, establishing processes, managing programs, and anticipating client needs.

## TECHNICAL SKILLS

<i>Articulate 360</i>	<i>PowerBI</i>
<i>Camtasia</i>	<i>Successfactors</i>
<i>Info Mapping</i>	<i>Saba</i>
<i>SharePoint Admin</i>	<i>Cornerstone</i>

## EXPERTISE

*Customer and Client Service*  
*Instructional Design and Development*  
*Process Design and Documentation*  
*LMS System Implementation and Administration*  
*Project and Program Management*  
*Print Design and Layout*  
*Data Analysis*

## EXPERIENCE

### Senior Technology Implementation Professional at Humana 2021-present

Design and gain executive support for an enterprise-wide learning strategy, governance, and operational mode. This work includes creating a full accounting of all company learning content, including those of acquisitions and legacy systems. With learning leadership, mapping and documenting processes for optimal learning content lifecycle and retention plan. Primary *Cornerstone* LMS Administrator for Chief Administrative Office line of business.

### Senior Learning Design Professional at Humana 2020-2021

Consulted with Medicare and Medicaid resolutions team operations leadership to design, develop and facilitate five-week new hire training programs. Mentored and trained junior learning designers and facilitators in instructional design, project management, and facilitation best practices.

### Senior Instructional Designer at Terracon Consultants 2016-2020

Collaborated with business operations leadership to implement training programs for national construction services firm, including new hire orientation, professional-level project management skills and Dynamics 365 (CRM), using *Articulate 360*, *Camtasia*, *Adobe Illustrator*, and *InDesign*. Backup administrator and member of LMS implementation team for *Saba* learning management system.

### Learning & Development Partner at Dairy Farmers of America 2013-2016

Partnered with corporate business leaders to establish strategic and tactical direction for training initiatives for 5000+ employees in 48 states, including structured training curricula and SCORM-compliant courses using *Articulate Studio*. Backup administrator and help desk support and member of LMS implementation team for *Successfactors* learning management system.

### Associate, Operations Training at JPMorgan Retirement Plan Services 2007-2013

Designed, developed, and administered SCORM-compliant e-learning and facilitated instructor-led training sessions for Operations division of 500+ employees. Primary division administrator for *Pathlore* learning management system and department *Sharepoint* sites.

### Senior Learning Consultant at Cerner Corporation 2002-2007

Created and administered employee training programs, including coursework in Cerner end-user software solutions, healthcare industry topics, and professional skills, including job-specific curricula, instructor-led classes, e-learning, and *SharePoint* sites.

### Senior Technical Writer at DST Systems, Inc. 1997-2002

Wrote and maintained procedural documentation for financial services software, following the software development lifecycle.

## EDUCATION

### Master of Business Administration in Marketing and Human Resources Management

University of Missouri-Columbia  
Columbia, MO | 1997

### Bachelor of Arts in English

University of Missouri-Columbia  
Columbia, MO | 1995

## CERTIFICATES & BADGES

### Coaching

Association for Talent Development | 2019

### Designing Learning

Association for Talent Development | 2016

### Applying Brain Science to Improve Training

Learning Guild | 2014

### PowerBI Champion Badge

Humana | 2022