


AMANDA HEWITT

CONTACT

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 Portfolio

EDUCATION

Master of Public Administration (Human Resources Emphasis)

University of Illinois Springfield

Bachelor of Arts English with Music Business Minor

Western Illinois University

Additional Experience

ATD Saint Louis Board of Directors

Vice President of Communications
January 2023-Present

Ptsd Warriors Community Support

Social Media Manager & Editor
December 2021-Present

Detail-oriented learning content developer and communications leader with 5+ years' experience designing instructionally sound, engaging e-learning programs. Lifetime learner and master collaborator focused on building meaningful relationships with colleagues, stakeholders, and subject matter experts.

EXPERIENCE

Field Staff Learning & Development Specialist | The Joint Commission International August 2023-Present
Sr. Instructional Designer | DaVita Kidney Care January 2023- August 2023 fully remote)

E-learning Specialist and Instructional Designer | CHE Behavioral Services Feb. 2022-September 2022 (fully remote)

- **Instructional Design:** Design and develop custom in-house e-learning solutions, job aids, assessments, surveys, learning materials and corresponding assessments for the entire company.
- **LMS Administration:** Manage user access and initial technical support for 900+ learners.
- **Instructional Technology:** Serve as the departmental instructional technology department expert to entire company.
- **Train-the-Trainer:** Provide specialized one-on-one training sessions and job aids with providers as a final knowledge check before new providers go-live with their telehealth clients.
- **Graphic Design and Communication:** Draft all mass communication to be sent from Learning & Experience department and create marketing materials for company wide projects & initiatives.

Instructional Support Specialist | University of Health Sciences & Pharmacy **2019-Feb. 2022**

- **Instructional Design:** Design and develop custom in-house e-learning solutions, job aids, learning materials and corresponding assessments for the department of pharmacy practice.
- **LMS Administration:** Manage user access and initial technical support for 600+ learners. Oversee course library of over 10 courses each semester, including the curating and maintaining of all learning content.
- **Instructional Technology:** Serve as the departmental academic technology liaison between Helpdesk/Academic Technology and the Pharmacy Practice department. Relay important technology updates to Pharmacy Department faculty & staff.
- **Process Development & Management:** Develop and manage learning processes and projects in accordance with organizational and stakeholder requests.
- **Quality Assurance:** Oversee e-learning content quality by ensuring all content is updated, accurate and engaging.
- **Train-the-Trainer:** Provide specialized one-on-one training sessions and job aids with faculty resulting in deeper understanding of Moodle and e-learning design.

Clerical Support Specialist | St. John's College of Nursing **2017 – 2019**

- **LMS Administration:** Oversaw the day-to-day management and technical support for over 120 learners, including troubleshooting user access issues and reset passwords.
- **Performance Management:** Scheduled annual faculty performance reviews and educated Dean on how to navigate the application. Partnered with HR department by re-writing professional staff department job descriptions to reflect departmental roles and responsibilities more accurately.
- **Office & Technology Administration:** Oversaw all office operations including telephone administration, supply management, complex classroom schedules and set up, as well as maintained a computer lab of 30+ computers.
- **Program Implementation & Management:** Created college food pantry open to students and staff in need. Curated and maintained incoming and outgoing pantry inventory from scratch, managed electronic/print/in-person pantry communications and updates. Maintained confidentiality and acted as student and staff advocate for those utilizing pantry.
- **Recruitment:** Led prospective students through the application process by completing initial phone screenings, scheduling admission interviews with Dean's office, and tracking all relevant application materials.
- **Marketing/Communications:** Drafted mass college-wide email communications regarding events, college safety and general operation reminders. Produced creative event flyers and print notices regarding class schedule changes.