INGRID RICHRATH

www.IngridTheGreat.com

Must See Online Portfolio!

It's my job to make your job easier!

CONTACT

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Portfolio www.IngridTheGreat.com
Sample https://bit.ly/HiringIngrid

EDUCATION

Masters, Instructional Technology
Bachelors, MIS
ATD Change Management
Prosci ADKAR Certificate

EVALUATIONS

Kirkpatrick
Metrics That Matter (MTM)
Net Promoter Score (NPS)
Survey Monkey
Vovici

EXPERIENCE

Accounting	8+ years
Change management	2 years
Contact / call center	10+ years
Facilitation	5 years
Healthcare	10+ years
Hotel / timeshare	2 years
Instructional design	10+ years
Insurance industry	7 years
Leadership development	2 years
Hotel / timeshare	2 years
Manager	2 years
Military / defense	1 year
Process improvement	10+ years
Project management	10+ years
Retail training	6 years
Sales training	5 years
Software industry	3 years

TECHNOLOGY

Adobe Acrobat Professional
Adobe Captivate
Adobe Photoshop, Premiere
Articulate Storyline
Audacity
Camtasia Studio 8
Cornerstone LMS
Google Chrome
HTML (web development)
Kenexa LCMS (OutStart)
KMSI KMx LMS
Microsoft Chat, Teams, Planner
Microsoft Edge
Microsoft Office (Word, Excel, PowerPoint)
Microsoft OneDrive, SharePoint
Microsoft Power Platform and Virtual Agents
Plateau LMS
Robohelp (online help)
Sound Forge
TechSmith SnagIt (image/video)
Vyond (GoAnimate)
Web-based training (WBT)
WebCT
WebEx
Workday
Zoom

WORK HISTORY (10 years)

Exceed Expectations! 2023 performance review included, "Demonstrates consistent high performance often going beyond what's expected; exceeds expectations in most or all areas. Highly proficient in demonstrating leadership skills and behaviors."

Centene Corporation, Senior Curriculum Designer, 2022 to current
- streamlined/standardized work, reduced redundancies – with high regulatory compliance
- designed strategies, activities, and materials to support associate performance improvement
- led training projects to mitigate compliance risks to member and to the company
- led team to improve skill gaps for trainers; created certification with evaluation rubric
- supported operational excellence by ensuring satisfaction of stakeholders

Humana, Project Lead / Senior Learning Design Professional, 2019 to 2022
- earned **employee Star award 7 times** during first 2 years
- used **consultative skills** with telesales **performance gaps** – to determine interventions (i.e. systems, training, individual coaching, or job aids); received positive feedback from SMEs, new hires, tenured associates, managers, and Compliance
- **transformed agent annual re-certification to 90,000+ sales agents** for 3 years; included animations to improve engagement and minimize compliance issues
- **recruited 60 associates** via Workday annually to benefit ASSOCIATE (creating stretch assignments), TRAINING DEPARTMENT (offering help), SALES AGENTS (receiving a higher quality product) and HUMANA (growing revenues); led team during user acceptance testing (UAT); prioritized corrective actions; assigned tasks to team; provided **feedback to associates**
- **led team to create accessibility (visual/audio) standards** and to promote inclusion
- designed and created all-in-one PowerPoint – a single file for a facilitator guide, participant guide, video, and webinar presentation with scripting; updated revisions in one file
- created TOUR (Technical Order and Update Request) an intake system using MS Planner (i.e. Kanban board) for Techs to revise content; included approval process
- **redesigned curriculum** to provide annual telesales training via videos and live webinars with manager scripts; increased engagement for new hire and tenured agents

Cigna, Project Manager / Training Specialist / Facilitator / Instructional Designer, 2017 to 2018
- developed departmental evaluation strategy using custom mnemonic (**S**elect Evaluation, **T**ally Data, **A**nalyze Data, **R**eport Results) to train team on available evaluation options; included case studies and considerations to assist with determining how to best evaluate programs
- managed team to develop micro learnings for call model; collaborated with team and consulted stakeholders; directed team to post content into knowledge management system and create bank of mock calls; spearheaded 5 STAR mnemonic for call model
- redesigned annual training with micro-learnings and infographics – instead of 150 slide deck
- designed, developed and facilitated 3-day certification for facilitators; coached participants
- created Motivational Interviewing coaching materials with 91% net promoter score (NPS)

Sears, Project Manager / Instructional Designer, 2010 to 2016
- designed and developed on-the-job, self-directed training for sales coordinators using animations, social networking site activities, intranet searches, and an electronic participant guide (ePG with assignments, answer key, scenarios to email the manager, discussion points
- designed and developed strategies for Kmart Smart Plan national launch over multiple phases; created KSP ASAP tool to determine status just-in-time (for <7% of call volume)
- led team of National Training Managers to discern gaps on incumbents skills when agents transfer from inbound to outbound OR from outbound to inbound

ADDITIONAL EMPLOYMENT HISTORY (prior 2010)
- Lockheed Martin, Instructional Designer (contractor), 2009 to 2010
- Rotech Healthcare, Training Manager, 2006 to 2009
- Wyndham/Cendant, Instructional Designer, 2004 to 2005
- TM Floyd, Application Systems Analyst, 2004
- Regeneration Technologies, Instructional Designer (intern), 2003
- WebMD/Medical Manager/Sage, Product Specialist – Business Analyst, 2003
- Camber, Instructional Systems Designer – Intern, 2002
- Cerner/Dynamic Healthcare Technologies, Trainer/Application Analyst, 1999 to 2001
- University of Central Florida, System Developer/Tech Team Help Desk, 1997 to 1998
- Florida Hospital, various positions including Service Rep, A/P, A/R, Fixed Assets, Bookkeeper, 1989 to 1998

INGRID RICHRATH
How can I help you?

DATA ANALYTICS

- compiled 38,000 survey results with 7,100 agent verbatims; culled 4 categories of feedback which showed "thank" 1,570 times; used data to improve learner engagement and to continue with easy to understand content; created Excel formulas to extract keywords from verbatims
- developed bi-monthly metrics for COO, CSO, and Divisional VPs – to measure sales reps performance; determined if negative trends inferred improvements needed by sales reps, trainers, or managers
- collaborated with Compliance to develop and implement safety, JCAHO, and corporate compliance training – using workers' comp trends to determine gaps and mitigate safety issues
- created departmental evaluation strategy using custom mnemonic (**S**elect Evaluation, **T**ally Data, **A**nalyze Data, **R**eport Results) to training others on evaluation methods
- assessed effectiveness on soft skill training based on NPS ratings provided by callers

LEADERSHIP

- recruited 20-60 associates (via Workday) for special projects; led user acceptance testing (UAT); prioritized issues and assigned tasks to correct content; provided feedback to associates
- managed techs and designers to create and implement content for Rotech University; spearheaded in determining core content for 5000 employees in over 500 national locations
- managed team in trust building and in creating strategies which improved Sears call center processes that are scalable and transferable (in multiple states)
- led team of National Training Managers to discern gaps on incumbents skills when agents transfer from inbound to outbound OR from outbound to inbound
- developed teams by collaborating on evaluation techniques; listened to feedback difficulties and mitigated issues; built trust to improve collaboration and to work through alternative solutions

PROCESS IMPROVEMENT

- designed and developed training strategies for Kmart Smart Plan national launch over multiple phases; created KSP ASAP tool to determine status just-in-time (for <7% of call volume)
- identified gap in Sears training as agents were not trained in determining a claim status; created short-term goal to consolidate tools and long-term goal to insert scripts and instructions into application screens
- identified gap with 5000+ employees in having difficulty with accessing 66+ proprietary apps; conducted focus groups of various tenures; implemented online job aids into orientations
- designed and implemented electronic applicant flow log for VP of Human Resources – to mitigate errors for company's affirmative action plan
- collaborated with IT Help Desk/Call Center pre and post go-live of updates/upgrades to determine trends of end user issues and any necessary follow up training

PROJECT MANAGEMENT

- directed and transformed re-certification for 90,000+ sales agents – reducing redundant content; collaborated with compliance on design; collected team feedback on animation ideas to improve engagement and reduce compliance issues; managed post-go-live addendum on latest updates
- managed team to develop micro learnings for call model training; collaborated with team and consulted stakeholders on template design; directed team to post content into knowledge management system and create bank of mock calls – good calls for training and challenging calls for coaching; spearheaded team effort to create innovative 5 STAR mnemonic for call model
- spearheaded a tech intake system; managed several focus groups to maximize change management techniques and identify process improvement ideas; communicated to stakeholders of upcoming changes and negotiated how to best use the new tool

TRAINING

- developed video production manual (pre-production, production, and post-production guidelines) for 3 skill levels (beginner, intermediate, advanced) with mnemonic REST (Record, Edit, Save and Transfer)
- designed and developed on-the-job, self-directed training for sales coordinators using animations, social networking site activities, intranet searches, and an electronic participant guide (ePG); the ePG contained assignments with an answer key, scenarios to email the manager, coaching sessions, and discussion points
- designed and developed retail support 3-week classroom training; provided activities to practice reviewing P&P on intranet (instead of embedding P&P into the content); created a "calling card" game
- created sales rep training for new launch at a timeshare company; included elearning, face-to-face instruction and instructor guides; incorporated new product knowledge and consultative selling strategy training into lessons (putting it all together); selected and managed professional talent/actors for voiceovers

LEARNING SKILLS

ADDIE
Animation
Assessment Development
Blended Learning
Call Center Training
Coaching
Compliance Training
Corporate Legal
Curriculum Development
Customer Service Training
Data Analysis
Documentation
eLearning
Evaluations
Facilitation
Focus Groups
Instructional Design
Instructor-Led Training (ILT)
Job Aids
Knowledge Management
Leadership Development
Learning Management Systems (LMS)
Management
Metrics
Net Promoter Score (NPS)
New Hire Training
On-The-Job (OTJ) Training
Online Learning
Presentations
Process Improvement
Project Management
Proofreading Stamdards
Quick Reference Guides (QRGs)
Quality Assurance (QA)
Quality Monitoring
Sales Rep Training
Software Development Life Cycle (SDLC)
Software Training
Storyboarding
Survey Design/Development
Team Building
Team Leadership
Technical Writing
Training and Development
Training Design and Delivery
Training Effectiveness
Video Production
Webinars