

KELLY ANNE COSTELLO

12578 Sheila Dr ▪ Birmingham, AL 35111 (Relocating) ▪ 205.266.2566 ▪ kacostello05@aol.com ▪ www.kellyannecostello.com

Profile

Innovative Instructional Designer, eLearning Developer, Technical Writer and Meeting Facilitator with 10+ years' experience designing, creating and delivering corporate training and documentation. Proven track record of producing significant improvements in learning processes, productivity, quality, and customer satisfaction.

Summary of Qualifications

- Seasoned instructional designer and technical writer with experience in government, pharmacy, call center and banking
- Creative developer of training, eLearning, storyboards, agendas, curricula, testing and job aids
- Producer of narrated, stand alone and self-paced web based training modules
- Skilled analyst and relationship builder, able to conduct needs assessments and task analyses to achieve learning goals
- Writer and editor of User Manuals, Technical Manuals, Implementation Guides and Release Notes
- Skilled communicator, committed to engaging management and tracking progress
- Proactive collaborator, successfully interfacing with both virtual and in-house project teams. SMEs and business partners
- Former trainer, committed to creating usable, creative, and scalable training programs for training professionals

Areas of Expertise and Training

- Training, curriculum and organizational development
- Project Management, Facilitation and Presentation Skills
- Frequent team lead and mentor
- Scripting, narration, recording
- Cross-functional department and management interfacing
- Graphic research and selection
- Train-the-Trainer
- Traditional and Virtual Environment Experience
- Creative producer of soft skills, systems and policy training
- Basic Audio Editing

Technical Skills

- **Web Based Training Tools:** Articulate Suite, Adobe Captivate, Camtasia Studio
- **General Software:** Microsoft Office, Power Point, Spreadsheets, Word Processing, MAC OS, VISIO, Sharepoint
- **Desktop Publishing/Graphics:** Adobe Acrobat, VISIO, PhotoDraw, SnagIt, Prezi, Weebly, MIMEO, Publisher
- **LMS:** Plateau, LEARNet

Professional Experience

Senior Instructional Designer

Regions Bank Birmingham, AL

December 2010 – Present

In my role as a senior level instructional Designer for the tenth largest bank in the U.S., I participate in the production of web based training modules, ILT curricula, support documentation, and scripting and narration of eLearning presentations. I gather and assess needs of internal business units, communicate with line of business representatives and SMEs to document processes, and update previously time consuming or inefficient ILT training programs to drive gains in productivity, workgroup efficiency and profitability.

Highlighted Project:

- ✓ *Developed web based training module, job aids and support documentation used to train and assess thousands of banking associates across a multi-state footprint in a ground breaking suite of cash banking products that included Western Union® money transfers and bill payment, a cash banking card and enhanced check cashing.*

Curriculum Analyst
CVS/Caremark Birmingham, AL (semi-virtual)

April 2007- December 2010

As a Curriculum Analyst for this Fortune 500 mail order pharmacy, I had the opportunity to develop application. call center, soft skills, Medicare, coaching and refresher training. I frequently served as a project lead and team mentor, designing and developing custom programs to address the learning needs of individual business units.

Highlighted Projects:

- ✓ *Project lead and prototype designer of scalable blended learning program designed to improve call center representatives' soft skills and increase customer enrollment in internet portal programs. My innovative training plan increased the rate of callers participating in targeted program from 11% to 87%.*
- ✓ *Facilitated new hire and up skill courses for all Regional Order Creation Center (ROCC) employees at locations across the country for a custom suite of software applications that enabled facilities to improve their quality scores and productivity rates.*

Project Manager
Top Coder Birmingham, AL/Glastonbury, CT (virtual)

October 2006-January 2007

In my role as a project manager, I created use cases and case diagrams, tested project management software and documented the progress of international project contributors.

Technical Writer/Tester/Change Management Analyst
CCCi/Southern Company Birmingham, AL

August 2005-October 2006

In my role as a CCCi contractor, I served as a technical writer and software tester for Southern Company, the fourth largest utility company in the U.S. I created test plans and wrote updated related project documentation, including user guides and test plans. When I was directly hired by Southern Company as a change management analyst, I assisted with evidence gathering related to Sarbanes Oxley audits and updated policies and procedures.

Technical Writer/Tester/Software Quality Assurance Analyst
Electronic Data System (EDS)/Department of Veterans Affairs (VA)

March 1999-August 2005
Birmingham, AL

As a technical writer, I wrote and edited various manuals to accompany the pharmacy and surgery software used in VA hospitals and pharmacies throughout the United States and the world. When I earned a promotion as a Quality Analyst, I facilitated work product review meetings, approving various forms of software development documentation for national/local standards compliance, including requirement documents, design documents, test plans, user manuals, technical manuals and installation guides.

- ✓ *Participated in a variety of high profile projects, including the development and unveiling of new national "Quality First" program and the Veterans Administration award winning Healthcare Insurance Portability and Accountability Act (HIPAA) project.*

Previously employed as **Software Instructor** with New Horizons Learning Center (1998-1999); **Speech Language Pathologist** with Jefferson County Schools (1997-1998); **Sign Language Interpreter** for state of Virginia and Virginia Beach Schools (1994-1997).

Education

Old Dominion University, Norfolk, VA
Graduate Studies, Speech Language Pathology

Bachelor of Arts, English

Honor Graduate

References Available at *LinkedIn* and by request