

GH

GUILLERMO J. HOLGUIN

INSTRUCTIONAL DESIGNER | E-LEARNING DEVELOPER

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PROFESSIONAL SUMMARY

Lifelong learner. I'm a creative professional with a passion for designing instructional material to best engage the learner. Practiced at coordinating with key subject matter experts during design, development, and deployment of learning programs. Experienced creating eLearning, mobile learning, videos, infographics, and more as learning solutions. Dependable, goal-oriented, self-starter with a strong desire for greater achievement & continuous improvement. Able to adapt and contribute to business process improvement in any environment. Highly detail-oriented.

SKILLS



Software Programs: Adobe Captivate, LMS management and deployment (Online, Intranet & App-Based), Canva, WordPress, Salesforce



Microsoft: Office suite (Outlook, Word, Excel, Visio, SharePoint, PowerPoint wizard)



Graphic Design: Adobe Creative Suite (InDesign, Illustrator, Photoshop)



Video Production: iMovie, Lightworks, Premiere Pro, Audition, Audacity



Instructional Design: ADDIE, Bloom's Learning Taxonomy, Kirkpatrick's Levels of Training Evaluations, Training Needs Analysis, Objectives Writing, Storyboarding, Adult Learning Principles, Curriculum Design

EDUCATION



MA • UNIVERSITY OF COLORADO DENVER

Information Learning Technologies; Instructional Design and Adult Learning focus

• Currently enrolled - expected graduation 2019



BA • METROPOLITAN STATE UNIVERSITY OF DENVER • 2017

Modern Languages; Spanish focus

• Certificate in Spanish Translation

• Spanish Club member

• Executive board member of The National Society of Leadership and Success (honor society) serving as Success Networking Team Coordinator

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WORK EXPERIENCE



CENTURA HEALTH CONNECTIONS

Trainer | Nov 2014 – Present

Founded the Training & Development department for the contact center to help analyze learning problems, and then design and develop solutions that respond to the organization's learning needs. I support implementation and evaluate the extent to which the learning solutions responded to their needs.

- Develop and deploy eLearning for Scheduling and Referral Management Teams.
- Produce lesson plans and story boards.
- Produce PPT, PDF, SCORM, infographics, videos and others as assets for learning solutions.
- Training content includes soft skills, Electronic Health Record, HIPAA, and healthcare services.
- Manage LMS to deliver training and assess learning.
- Evaluate learner assessment, including certifications and training impact.
- Design and develop Quality Assurance program.



THE NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS

Success Networking Team Coordinator | Oct 2016 – May 2017

Executive board member of the society selected by Metropolitan State University of Denver for membership based on either academic standing or leadership potential. The Society is the nation's largest leadership honor society. Candidacy is a nationally recognized achievement of honorable distinction.

As Success Networking Team Coordinator I...

- Facilitated new inductee Leadership Training for over 200 members.
- Assigned inductees into small groups guiding them towards induction.
- Guided members in creating S.M.A.R.T. goals
- Worked with Chief of Staff, Chapter Assistants, and Group Facilitators to oversee weekly SNT meetings.
- Organized and led orientation and induction ceremony.



COLORADO 811

Damage Prevention Specialist | Mar 2009 – Nov 2014

- Track and monitor ticket inconsistencies for coaching and skill enhancement training.
- Educate the Colorado One-Call Law 811.



UMB BANK

Transaction Specialist & Online Banking Advisor | Mar 2013 – Apr 2014

- Develop client relationships.
- Serve as the financial center's online and mobile banking specialist / tech adviser.
- Train and advise financial center associates on all digital banking products.
- Process all consumer operations: deposits, withdrawals, payments, and all other customer requests regarding business or personal accounts.

INTERESTS, HOBBIES, AND VOLUNTEER CAUSES

