

CASSANDRA BUFFINGTON-BATES

Summary

Accomplished business and education leader offering 15+ years of experience driving project completion, maintaining customer focus, and managing resources. Goal-oriented, enthusiastic, detail-oriented, analytical, creative, and authentic consistently getting the job done. Leverages excellent interpersonal, communication, and writing skills. Adept at working effectively to achieve goals across cross-functional teams and individual contributors.

Education

University of New England

Master of Science- Public Health

University of Maryland University College

Master of Arts – Education

University of Maryland Baltimore County

PMI Project Management Training

Certification

National Commission for Healthcare
Credentialing, Inc.
Certified Health Education Specialist
October 2018-September 2023

Certified Microsoft Innovative Educator Program
Johns Hopkins Health System
May 26, 2020

Experience

MPACT Strategic Consulting, LLC

Instructional Designer II / February 2021-July 2021

- Analyzed and gauge existing instructional materials for repurposing to adult learners
- Developed and revised both facilitated and online learning content with related instructional materials

- Designed and developed supplemental training materials such as instructor and participant guides for government agency

Johns Hopkins Health System

Epic Instructional Technologist / January 2019 – February 2021

- Lead and managed the learning and development projects for effective learning and performance solutions for the Office of Telemedicine, Nutrition, and RT, Revenue Cycle Management from planning, development, coordination and scheduling, monitoring, and control to closing.
- Contributed and collaborated on special projects for COVID-19 impact.
- Updated eLearning courses to remove .swf to HTML5 in Captivate 2019 files.
- Developed support plan and trained junior staffer on ISD methodology, uploading content to organization server, troubleshooting tips, and updating LMS resources.
- Evaluated and analyze Enterprise Training Portal of more than 10 applications and 20+ roles for functionality and accuracy.
- Mentored junior ISDs on using Articulate RISE and Storyline 360 and uploading process to organization servers and LMS.
- Handle various SharePoint tasks - setting up permissions and testing.

CTIS, Inc.

Sr. Training Specialist/Analyst III / August 2017 – December 2018

- Developed proposals for training and Learning Management Systems to external clients including completing DAR for procurement including analysis and testing.
- Managed and controlled reporting to meet project and contract requirements with NIH.
- Managed training user stories based on different project objectives.
- Developed education content utilizing Articulate Storyline and RISE
- Lead the design, development, and delivery of learning and development courses for the internal technical workforce.
- Delivered training to external clients on SaaS for the clinical protocol documentation system.
- Revised Organizational Training artifacts for CMMI Level 3 compliance.
- Updated training processes in Confluence.
- Participated in testing software based on user stories in JIRA.
- Updated and maintained shared calendars.

Trinity Health/Holy Cross Health

Clinical Application Analyst / August 2016 – August 2017

- Developed process documentation (job aids, user manuals, system workflows, and presentations)
- Multitasked several projects as well as handled on-call responsibilities which also included handling project-related tasks for the Clinical Forms On Demand(FOD)project.
- Troubleshooted, analyzed, and responded to moderately complex clinical application issues (i.e. break/fix) for 29 clinical applications

ALTA IT Services, Inc.

Project Lead / March 2015 – November 2015

- Developed project charter, project plan, and creating a SharePoint site to upload and maintain learning artifacts and process documentation.
- Coordinated and facilitated various workgroups including developing a project plan, logistics, calendar planning, scheduling, communications, agendas/minutes, and reporting.
- Implemented process management strategies for training, helping improve the business process, and ensuring quality results for clients affecting 200+ end-users.

University of Maryland Medical System

IT Manager | Sr. Technical Consultant / January 2008 – July 2014

- Led projects end-to-end for 150 Ambulatory clinics, 2 large Inpatient and rehabilitation hospitals, and 2 Radiology departments.
- Managed full-time and contractor resources.
- Successfully documented and tracked risks, issues, and action items to managers and business sponsors.
- Successfully developed Standard Operating Procedures for process improvement.
- Successful outcomes for go-live, optimization, and maintenance for projects including strategic plans addressing learning through blended approach for 50% reduction.
- Developed and executed training curriculums and all documentation. Created Captivate modules based on system design and a workflow analysis. Provided application testing and training environment build.