NED W. CAMPBELL

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OBJECTIVE
A full time position that utilizes my Business Education & Instructional Technology skills and my desire to help others learn.

WORK HISTORY

Tech Analyst/Instructional Designer. Geisinger Health System. Danville, Pennsylvania
Date of employment: December 2013 to Present
- Tested new software and technology for implementation in various environments.
- Created resource website using SharePoint to aid users in learning new functionality of MS Office 365.
- Created standardized training material for user MS Office 365 user education.
- Trained users of hospital affiliate in use of new e-mail system and SharePoint using standardized training material.
- Assisted users in troubleshooting various issues involving MS Office applications and mobile applications.

Flex System Support Analyst. Geisinger Interim Staffing. Danville, Pennsylvania
Date of employment: January 2013 to December 2013
- Co-developed a competency assessment program to assess pharmacy staff's knowledge of EHR software.
- Team player in EHR software implementation of newly acquired hospital into existing health system.

Instructional Designer. Strayer University. Herndon, Virginia
Date of internship: January 2013 to October 2013
- Wrote quarterly course guide material with SMEs for University's Blackboard LMS.
- Created multi-media elements using Articulate and Adobe Creative Suite 6.
- Tested new custom courses using mobile device platforms to ensure proper delivery.
- Tested new technology for use in both online and classroom environments.
- Developed job aids for members of curriculum design team to streamline course development.

EHR System Analyst/Willow Trainer. Geisinger Health System. Danville, Pennsylvania
Date of employment: June 2010 to January 2013
- Developed training material and trained new Pharmacy Staff to use Epic software.
- Created team SharePoint site for use as a daily resource and organization tool and trained users on new functionality of SharePoint software for Outlook migration.
- Tested and analyzed current software packages for potential malfunctions and security risks.

System Support Analyst. Geisinger Health System/OneSource. Bloomsburg, Pennsylvania
Date of employment: May 2008 to June 2010
- Trained department employees in new functionality developed in hospital recordkeeping software.
- Assisted third party vendor in the development of new inbound voice response system.
- Developed automated workflows for use in improving current employee work processes.

Fraud Investigator/PC Support Specialist. Discover Financial Services. New Albany, Ohio
Date of employment: September 2002 to March 2008
- Recovered over 50 percent of stolen funds from assigned monthly cases within the first 4 months of placement.
- Developed and managed Access database application for call center scheduling.
- Delivered immediate technical support to other agents within call center.
- Managed client calls in an inbound/outbound and blended call center environment.

COMPUTER SKILLS

MS Word	MS Publisher	Illustrator	Blackboard & Moodle LMS
MS Excel	MS SharePoint	Captivate	EPIC Hyperspace
MS PowerPoint	MS Outlook	Articulate Storyline	Windows Vista/7/8/10/Mac OS
MS Access	Photoshop	Kaltura	HTML 5/CSS Programming
MS Visio	Dreamweaver	Citrix	WordPress

EDUCATION

Bloomsburg University of Pennsylvania. MS in Instructional Technology (Corporate Track)
Graduation Date: May 2013

Bloomsburg University of Pennsylvania. MA in Education and Business Technology.
Graduation Date: December 2011

Tech Skills. Certification in CompTIA Network +
Graduation Date: August 2002

Mount Vernon Nazarene University. BA in Marketing/Business Administration and Spanish minor
Graduation Date: May, 1998

REFERENCES
Available on request