

# Margaret A. (Maggie) Rice

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Results-oriented professional with demonstrated successes in training, instructional design, distance learning, and program development in diverse business settings. Proactive problem solver and strong decision maker with a talent for effectively handling complex challenges. Skilled at analyzing organizational needs, then planning and implementing creative training solutions.

Strong contributor with a high level of motivation and strong target audience focus. Excellent communicator whose written and multi-media presentation skills are enhanced by strong facilitation experience. Adept at dealing with senior decision makers as well as diverse customers and learning groups. An innovative, organized, resourceful self-starter who prepares teams for improved productivity.

## PROFESSIONAL STRENGTHS

Training and Development	Instructional Design	eLearning
Multi-media Presentations	Computer & Web Based Training	Video Tutorials
Program / Materials Development	Budgeting	Project Management
Needs Assessment	Technical Writing	Facilitation

## SELECTED ACHIEVEMENTS

- Launched a corporate training program for a time and attendance Application Service Provider; designed, wrote and delivered both software and product training; customized materials and conducted initial training for sales team, internal employees, and end-user clients; designed and wrote technical documentation for end users. **RESULTS:** Well-trained employees and clients were proficient on the system within two weeks.
- Managed the instructional design components of proprietary eLearning and computer based training projects; conducted needs assessments; determined subject matter and scope; coordinated storyboard development for management approval. **RESULTS:** Focused, creative design led to development of well-structured, impactful training programs.
- Designed, coordinated and implemented internal software eLearning initiative; implemented instructional design principles to convert printed User's Guide into an online learning experience for client end-users. **RESULTS:** Five minute lessons with 24/7 access to training saved time and money while providing convenience and increasing employee effectiveness.
- Conducted classroom, on-site, and distance training on subjects including inventory and accounting control, practice management, and manufacturing and other application software; trained an average of 2300 learners annually representing over 100 companies and industries; tailored training content and materials to diverse learning groups as needed; **RESULTS:** Trainees increased productivity overall while effectively implementing a variety of new procedures.
- Developed a new customer service training program; conducted needs assessments; determined internal training requirements; tailored an off-the-shelf program to learner needs and facilitated the training. **RESULTS:** Decreased client complaints about customer service by 90% while increasing employee productivity and job satisfaction.
- Launched a company's manufacturing, inventory, and accounting control software system; analyzed on-going project status; identified problems that had delayed implementation for seven months. **RESULTS:** System was in place and running efficiently within seven weeks.

- Acted as liaison between MIS and training departments in diverse business settings; coordinated training requirements for implementation of Outlook in multiple clinics in four states. **RESULTS:** Successful and smooth transition with less than 25% support calls.
- Enrolled in the Master of Arts in Electronic Education (MAEED) at University of Phoenix which incorporates adult education, instructional design and technology. **RESULTS:** Completed all coursework and awarded the Masters degree November 2003

## PROFESSIONAL EXPERIENCE

BIOLYNX, INC., San Antonio, Texas <b>Corporate Trainer</b>	<b>1999 - 2003</b>
WELLMED MEDICAL MANAGEMENT, San Antonio, Texas <b>Training Coordinator</b>	<b>1997 - 1999</b>
PRODUCTIVITY POINT INTERNATIONAL, San Antonio, Texas <b>Contract and Staff Trainer</b>	<b>1987 - 1996</b>
GEMINI SYSTEMS SOFTWARE, San Antonio, Texas <b>Senior Trainer</b>	<b>1991 - 1993</b>
BEXAR COUNTY, San Antonio, Texas <b>Documentation/Training Specialist</b>	<b>1990 - 1991</b>
TRIAD SYSTEMS CORP., San Antonio, Texas <b>Senior Customer Education Representative</b>	<b>1984 - 1990</b>
SOUTHWEST FILM ASSOCIATES, San Antonio, Texas <b>Technical Writer</b>	<b>1982 - 1984</b>
KMOL-TV, San Antonio, Texas <b>News Reporter</b>	<b>1979 - 1980</b>

## EDUCATION

M.A. Electronic Education, University of Phoenix  
B.A., English, University of Northern Colorado, Greeley, Colorado