

Alicia Jalyne Patterson-Davis

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Master of Science (MS) – Instructional Design

Univ. of Alabama at Birmingham, BHAM, AL

Bachelor of Science (BS) – Mathematics

Spelman College, Atlanta, GA

SUMMARY

Instructional Design professional skilled at creating and evaluating detailed learning experiences that transfer knowledge, changes behavior, and transforms lives. Communicate thru text, video, audio, and graphics to design formal learning and/or performance support tools that deliver measurable, memorable, and motivational content. A life-long learner with years of experience in an IT environment and a team leader in resolving technical issues and simplifying complex content.

PROFICIENCIES

Adobe Suite, Articulate – Storyline, RISE, Engage, Peek, Camtasia Studio, HTML, Google Docs, Canvas LMS, Thinkific LMS, MicroSoft Office, Sharepoint

PROFESSIONAL WORK EXPERIENCE

Instructional Designer – Birmingham, AL

e-Learning Consultant – Faith Chapel online

2018 – present

- Work with ID teams to create self-directed online Growth & Development courses
- Established focus group formative evaluation questions that align with course objectives
- Created FAQs for onboarding that answer potential questions during pre/post enrollment
- Observed project management timeline and revision schedule to move the project forward

Instructional Designer UAB HSIS Network Team – Birmingham, AL

2018-2019

- Performed learner and context analysis and developed detailed performance objectives
- Applied adult learning principles to design, develop and evaluate non-instructional interventions
- Collaborated with subject matter experts and stakeholders to identify challenges and opportunities
- Improved work flow of newly hired network techs with Just-In-Time training videos

Instructional Designer Hayah Beauty – Birmingham, AL

2018-2019

- Applied Quality Matters metric to evaluate existing online course
- Created digital performance support tool for quick student recall
- Established grading rubric for weekly synchronous sessions
- Evaluated content workflow on the Thinkific Platform

Instructional Designer Lakeside Baptist Church- Birmingham, AL

2018

- Developed learning objectives and created training manual for new small group leaders
- Facilitated focus groups, pre-test, post-test to formatively evaluate training.

University of Alabama at Birmingham Hospital, Birmingham, AL

Operations Analyst, Health System Information Services

2001 – Present

- Monitor jobs in Multiple Virtual System (MVS) environment to assure completion and system availability
- Monitor Interface engine and perform procedural tasks
- First line of support for Technical and Management staff
- Monitor/Reboot server activity and perform IPL routines
- Maintain support documents for Operations Team and prepare Ops training for new shift employees

Applications and Equipment support

- Hardware: IBM MVS & AS400 Platform, UNIX/AIX, Microsoft Windows Server, 3590 Tape Drive
- Software: Cerner/ Impact (RadNet, PathNet, Surginet), Healthquest, Lawson, Quantim, PYXIS

Keepsake Pillows by aliz - Birmingham, AL**2002– Present**

- Develop and Market a small business startup utilizing foundational business practices
- Established web presence and Social Media marketing plan
- Established locations in Birmingham and Atlanta
- Business channels include Funeral Homes and Wedding Outlets
- Website: www.keepsakepillows.org

Georgia Institute of Technology, Atlanta, GA**4/2001–10/2001****Technical Procurement Specialist, College of Computing**

- Maintained equipment inventory and requisition databases (\$30 Million)
- Responsible for the purchase and deployment of technical equipment, software, and accessories
- Recommended hardware/software purchase request to faculty based on college standards
- Performed weekly back-up procedures

Birmingham Coca-Cola - Birmingham, AL**Payroll Clerk****2/1995 – 8/1995**

- Managed weekly payment processing for over 500 employees

Data Controller**8/1995 – 7/2000**

- Liaison between 45 end users and programmers
- Setup and maintained new equipment (terminal displays, line printers)
- Installed PTF's and monitored batch and active job queue
- Assigned and maintained user security and built queries for analysis purposes
- Maintained user and wholesale pricing databases
- Initiated nightly back up/recovery routines and weekend system maintenance
- Generated and distributed daily and monthly sales and financial reports to Management staff
- Implemented training manual for incoming Data Controllers and provided on-site support for users

Additional Training

- Social Media Graduate Certificate – UAB Collat School of Business – 2020
- Quality Matters Training UAB – 2019
- Center for Teaching and Learning – UAB Certificate – 2019
- Dale Carnegie Managerial Skills Certificate
- UAB TRAINING AND DEVELOPMENT COURSES: Adobe Suite, Macromedia Suite, MS Access, Microsoft SQL, HTML, CSS, SQL Server Administration

PROFESSIONAL & PERSONAL AFFILIATIONS

PHI KAPPA PHI HONOR SOCIETY (UAB)

ASSOCIATION FOR TALENT DEVELOPMENT (ATD) BIRMINGHAM CHAPTER

ALABAMA INSTRUCTIONAL DESIGN NETWORK (AIDN) BIRMINGHAM, AL

COMMUNITY SERVICE PROJECTS – HABITAT FOR HUMANITY

SPELMAN COLLEGE ALUMNAE ASSOCIATION

PRESENTER AT UAB GIRLS BUSINESS ROUNDTABLE

BIRMINGHAM BOWL VOLUNTEER

NATIONAL CONGRESS OF BLACK WOMEN – BIRMINGHAM METRO CHAPTER

FAITH CHAPEL CARE CENTER VOLUNTEER

ALPHA KAPPA ALPHA SORORITY, INC.