

Rachel Stanley

Instructional Designer

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PROFESSIONAL EXPERIENCE

INSTRUCTIONAL DESIGNER March 2023 - Present Kern Health Systems Bakersfield, CA Lead a team of instructional designers to assess business requirements and develop engaging learning content for Kern Health Systems employees, members, and healthcare providers. With a focus on enhancing the learning experience at Kern Health Systems, addressed challenges with innovative learning solutions that address learning gaps and improved workflows.

- Researched, procured, and implemented a Learning Management System to facilitate training in our extensive network of 985 provider offices catering to 15,000 learners across Kern County. Leveraged internally developed API plug-ins to seamlessly integrate databases with Absorb, ensuring compliance with strict governmental regulations.
- Researched, procured, and implemented project tracking software solutions, including Smartsheet and Team Foundation Server, to enhance project management efficiency and foster greater transparency with management.
- Acted as project manager for all open instructional design projects, monitoring progress and ensuring all deadlines were met. Since 2023, Learning and Development has seen a yearly project load increase of 44%, with my team completing 95 projects in 2024.
- Developed and facilitated the new hire onboarding process, providing continuous support from the initial training on company policy through role-specific departmental training to ensure a smooth transition and effective skill development.
- Managed annual Learning and Development budget, overseeing allocations for instructor-led training materials, Learning Management System contracts, eLearning authoring tools, and other HR software systems.
- Served as development coach for employees, managing talent development programs used to support employee growth and performance improvement.
- Conducted needs assessments on departmental training programs, identifying learning gaps and employee productivity factors such as stress and mental fatigue. Designed and implemented an improved Member Services new hire training program that increased new hire confidence and knowledge retention on the call floor.
- Researched, procured, and implemented cloud-based organizational chart software that integrates with Kern Health Systems HRIS system.
- Responsible for driving success by providing guidance and mentoring to individuals and project teams utilizing ADDIE, SAM, & Lean Six Sigma methodologies to refine instructional approaches and workflows, and providing insight based on my experience.

- Expanded the reach of our learning content from being employee-focused to including the membership of our health plan and the various providers we work with to deliver healthcare services.
- Created pathways for embracing AI technology in our learning environment by utilizing custom voice models through eleven labs to act as role-play partners for leadership development training.
- Produced the style guide currently used to create a cohesive visual style across all our eLearning content.
- Collaborate with other California-funded health plans to discuss ways to drive a culture of learning within the healthcare industry.
- Created a department wide process improvement tool to overhaul our onboarding deliverable process in badge and announcement creation, allowing the ability to create employee badges and announcements from two employees to all who have access.
- Managed all aspects of the instructional design process, from analysis and project scoping through course implementation and evaluation. Responsible for the overall design of curricula as well as individual courses, including determining the most effective pedagogical strategies, coordinating the development of media, and designing assessments.

EDUCATION

WESTERN GOVERNORS UNIVERSITY Salt Lake City, UT *Bachelors of Interdisciplinary Studies* 2016-2020

CERTIFICATIONS

LEAN SIX SIGMA Bakersfield, CA *Black Belt Certification* 2025

COMMUNITY

INSTRUCTIONAL DESIGN INTERNSHIP PROGRAM

The Career Technical Education Center in Partnership with Kern Health Systems 2023-Current Piloted the ROC CTEC internship program at Kern Health Systems, creating the curriculum for high school and college-age students, and allowing them to work as instructional designers in a production environment. Attend the annual 'Mock Interview Day', conducting industry-relevant interviews for CTEC students to develop interview skills.