



CONTACT

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WORK HISTORY

Capital One
Sr. Training Specialist
Sep 2020 - Present

Freelance Instructional Designer
Jan 2019 - Sep 2020

WellCare, Tampa, FL
Sr. Instructional Designer
Sep 2006 - Oct 2018

Cassidy Solutions, Palm Harbor FL
Full Service Web Designer
Apr 2004 - Aug 2006

TBE Group, Clearwater FL
Multimedia Instructional Designer
1099 Contractor
Mar 2002 - Mar 2004

EDUCATION

BACHELOR OF ARTS:
MASS COMMUNICATION
Rhode Island College

KEVIN CASSIDY

- Interactive Instructional Design
- Software and Systems Training
- Screencasting
- Audio / Video Production
- Process and Procedure Writing
- Quality Assurance
- SharePoint Administration
- LMS Administration
- Project Management
- Team Leadership



INSTRUCTIONAL DESIGN



- Designed and maintained over 300 courses for WellCare (WC) Health Services
- Designed classroom, eLearning and on demand courses for WC and Cap One
- Worked with WC SME's and stakeholders across six organizational divisions
- Developed multimedia courses for WC Corporate Compliance
- Developed annual LMS scored McKesson InterQual certification courses for WC, approved by CMS to replace annual testing, saving productivity and proctor costs
- Updated WC courses and LMS curriculums according to strict SLA guidelines
- Trained WC clients on writing style and governance for over 200 step procedures
- Cross trained WC peer designers on team standards, processes and policies



MULTIMEDIA PRODUCTION



- Shot, directed and edited eLearning courses for WC Medical Directors
- Edited and published WC CEO Town Hall live events on quarterly basis
- Recorded screencasts of systems step processes with WC SME's for on demand use
- Shot, directed and edited live WC vendor seminars to turn into eLearning courses
- Integrated WC videos and voiceover audio into Articulate eLearning courses
- Cross trained WC peers in Audacity via tutorials and Lunch N' Learn events
- Performed as voice talent and audio production for WC Corporate Compliance



SYSTEMS ADMINISTRATION



- Pioneered TBE Group's first LMS, as well as designed and performed voiceover for over 30 courses serving over 30 nationwide office locations
- Pioneered WellCare's first LMS in partnership with Human Resources in 2009
- Performed as WellCare's Cornerstone LMS Super Administrator and technical support for all divisions including cross training, role permissions, and approved process documentation of system feature sets
- WellCareLink SharePoint Administrator for Health Services providing structure, role permissions and content / process management for six departments



PROJECT MANAGEMENT / LEADERSHIP



- Project Manager for all WC Health Services design projects via weekly WebEx webinars on status updates, risks, and intake of new design needs and scheduling
- Used Agile SCRUM process for Cap One and partake in daily stand ups, retrospectives, sprint planning, capacity tracking and burn down hours.
- Maintained project plans for all WC projects on SharePoint Team Project sites
- Member of the WC Corporate Training Council with senior leadership
- Led WC Tools and Technology subcommittee for implementing hardware / software



SOFTWARE / HARDWARE



- Articulate 360 / Storyline
- Camtasia / Captivate
- Webinars / WebEx
- Adobe Creative Suite
- Office 365 / MS Project
- Professional Audio Recording / Editing
- Professional Video Recording / Editing
- DSLR Cameras
- Livestream Productions
- JIRA / ASANA / Trello