

RHONDA JACKSON

DIGITAL HEALTH PRODUCT MANAGEMENT SPECIALIST

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Dynamic healthcare IT professional with 20+ years' experience in software lifecycle, focusing on product management. Certified Scrum Master & Product Owner, combining agile approaches with patient-focused solutions for optimal results. Expertise in strategizing, implementing, and supporting software solutions, notably Epic, IES, and ABE.

Clinical Documentation, OpTime, Go-Live, Curriculum Development - Certified ScrumMaster & Product Owner, Product Management, IT Assessments, MS Office Suite - Learning Management Systems, Adobe Creative Suite, XML, HTML

WORK EXPERIENCE

EPIC PRINCIPAL TRAINER (OpTime/Digital Health Products)

Ann & Robert H. Lurie Children's Hospital of Chicago | Chicago, IL

12/2020 – 08/2022

- **Strategic Collaboration & Design:** Partnered with clinical leaders and System Analysts to innovate and roll out quarterly training modules, ensuring relevance and timeliness.
- **Talent Acquisition Catalyst:** Acted as a pivotal player in enriching the talent pool, working closely with the Training Team Manager to recruit and integrate top-tier professionals.
- **Diverse Training Leadership:** Spearheaded comprehensive training sessions tailored to diverse teams — from surgical and anaesthesia to imaging professionals, ensuring content relevance from residents to schedulers.
- **Customized Training Experience Architect:** Pioneered a bespoke Epic training environment for OpTime roles, crafting realistic scenarios and virtual patient avatars to heighten engagement and learning outcomes.

EPIC TECHNICAL TRAINER (Contractor)

OSF HealthCare & UI Health | Chicago, IL

01/2020 – 12/2020

- Oversaw the Super User program, enhancing system upgrades through strategic recruitment.
- Delivered Epic OpTime support and training across diverse medical teams.
- Administered in-person and virtual training on Epic Clinical Documentation to various healthcare professionals.
- Managed the Learning Management System (LMS) for user progress and attendance.
- Conducted development workshops, revamped and updated educational content, and streamlined training logistics for new internal credentialed trainers.

EPIC PRINCIPAL TRAINER - CLINICAL DOCUMENTATION

Northwestern Medicine | Chicago, IL

01/2019 – 08/2019

- Led Epic Clinical Documentation training, catering to diverse medical teams, ensuring seamless software adoption and utilization.
- Directed the Super User program, fuelling system enhancements via talent recruitment and skill enhancement.
- Championed the evolution of Epic Clinical Documentation training, delivering both virtual and on-site sessions.
- Innovated and refined educational content, maintaining its relevance and efficacy.
- Supervised the LMS, leveraging it for meticulous user progress tracking and attendance management.
- Synthesized training logistics, environment setup, and developmental workshops for budding internal trainers.

WORK EXPERIENCE CONTINUED

SOLUTIONS EDUCATOR

Eyefinity | Virtual

08/2018 – 11/2019

- Orchestrated remote training sessions, ensuring proficient user adoption of Eyefinity EHR & management tools.
- Harnessed the capabilities of WorkFront & Salesforce, optimizing project execution and communication.

PRODUCT TRAINING SPECIALIST

State of Ohio / State of Illinois/ Chicago, IL; Cleveland/OH (2018)

08/2015 - 02/2016

- Designed and led IES software training modules, enhancing user adoption and proficiency for state employees.
- Implemented advanced tools like Captivate & Author – IT to craft dynamic, interactive learning experiences.

EHR IMPLEMENTATION & OPTIMIZATION CONSULTANT

BJC HealthCare & Mayo Clinic / St. Louis, Mo; Rochester, MN

08/2015 - 02/2016

- Maximized EHR/EMR system integrations, ensuring seamless transitions for clinical staff during digital migrations.
- Diagnosed and rectified system configuration anomalies, ensuring robust operational efficiencies.
- Enhanced workflows across a range of Epic modules to drive optimized patient care and administrative processes.

SOFTWARE SOLUTIONS STRATEGIST & CONTENT CREATOR

The Training Connection/Chicago, IL

05/2017 - 7/2018

- Curated and executed bespoke Adobe software workshops, ensuring optimal software utilization and proficiency.
- Contributed to the company's digital strategy by authoring insightful content, highlighting key software updates.

LEAD GRAPHIC DESIGN INSTRUCTOR

BLUE1647 – 1919 Initiative | Chicago, IL

10/2015 – 4/2018

- Pioneered an intensive training program on Adobe Photoshop & Graphic Design, aligned by industry standards.
- Guided participants in creating innovative Capstone projects promoting technology and business growth.

EDUCATION & PROFESSIONAL DEVELOPMENT

BA IN MEDIA COMMUNICATION & GRAPHIC DESIGN | Columbia College Chicago

TEACHING INSTITUTE FOR DIGITAL ARTS LEARNING | The Art Institute of Chicago

IT HEALTH PROJECT MANAGEMENT | LinkedIn Learning

PRODUCT MANAGEMENT | PMDOJO