SARA MCGINNIS

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EXECUTIVE SUMMARY

Versatile, tech-savvy, enthusiastic, and entrepreneurial-minded Learning & Development Manager/Instructor with a proven track record of leading strategy/business transformation efforts and driving customer experience. Build strong relationships with key stakeholders to articulate technology and compliance process improvements aligned with training design, Agile, and learning methodologies. Successfully led training sessions for customers and large teams while overseeing the establishment of software systems to support learning and development initiatives. Currently pursuing a leadership role in learning and development or organizational development by demonstrating all acquired areas of expertise, accomplishments, and experience as follows:

AREAS OF EXPERTISE

- Learning & Development
- Organization Architecture
- Product Support
- Key Relationship Building
- Team Building/Leadership
- Customer/Team Training
- Agile/Scrum Methodologies
- Strategic Planning
- SaaS/Microsoft 365
- Technology Implementation
- Business Transformation
- Process Improvement
- Team Collaboration
- Employee Engagement
- Emotional Intelligence
- Change Management
- Stakeholder Relations
- Virtual Training
- Training Design
- Data/Metrics Analysis
- Customer Experience

CAREER OVERVIEW

AssureCare, Remote, SC 2023 – 2026

Product Trainer Lead (2023-2026)

- Developed and lead end-to-end product training planning: plan training alongside sprints and Go/No-Go timelines, and develop job aids, user guides, eLearning, and demos that match the current build for a Home and Community Based Services Medicaid Program.
- Drive user adoption and continuous improvement: deliver live and virtual training, train-the-trainer sessions, and go-live support, then use user feedback to refine materials and share pain points with Product.
- Write communications and user-friendly release notes that explained how system updates affect users, so they could adjust quickly with little disruption to their daily work.

Change Healthcare, Remote, SC 2014 – 2023

Customer Training Instructor IV/Scrum Master (2021 – 2023)

- Developed and delivered training programs for the Commercial Pharmacy Benefits Solution, achieving a 30% reduction in support queries and a 20% increase in stakeholder engagement and satisfaction.
- Coordinated and conducted training sessions for customers and internal teams, resulting in a 95% knowledge retention rate and a 20% boost in product adoption within six months.

CAREER OVERVIEW (CONTINUED)

- Held the role of a Scrum Master contributing to the Pharmacy Benefits Solution team's agile development processes and facilitating a 40% improvement in sprint velocity and a 30% reduction in project delivery time.

Service Performance Analyst III (2018 – 2021)

- Conducted training sessions using Webex and Microsoft Teams, leading to a 15% increase in remote training effectiveness and a 25% improvement in virtual engagement.
- Documented critical company procedures and conducted quality monitoring, which contributed to a 20% increase in procedural accuracy and a 15% boost in overall process efficiency.
- Provided constructive feedback to employees, resulting in a 30% improvement in customer satisfaction scores and a 20% reduction in customer complaints.
- Analyzed metrics and data to identify trends, which informed targeted coaching strategies and led to a 25% increase in employee performance and a 20% reduction in error rates.
- Maintained accurate records of coaching sessions, enhancing the ability to track progress and resulting in a 15% improvement in long-term coaching outcomes.
- Participated in calibration sessions to ensure consistency, contributing to a 10% increase in evaluation accuracy and a 15% improvement in team alignment.

Product Support Specialist I (2015 – 2018)

- Provided specialized help and guidance to customers, clients, and internal team members on the usage, troubleshooting, and features of our Pharmacy DME product, achieving a 25% reduction in average resolution time and a 20% increase in user satisfaction.
- Addressed customer queries, concerns, and technical issues efficiently, resulting in a 30% decrease

in average response time and a 15% boost in customer satisfaction scores

- Diagnosed and troubleshot technical problems, leading to a 30% reduction in repeat issues and a 20% improvement in first-contact resolution rates.
- Established strong relationships with customers through empathetic communication and personalized support, contributing to a 25% increase in customer retention and a 15% improvement in overall customer experience ratings.

EDUCATION

- Master of Education, Learning, Leadership and Organizational Development- University of Georgia, 2027
- Bachelor of Science, Human Resources Training & Development with a Minor in Business – Limestone University, 2024
- Associate of Arts, General Studies – Spartanburg Community College, 2022

CERTIFICATION AND AWARDS

- Certified SAFe ® 6 Scrum Master- Scaled Agile
- Certified SAFe ® 6 Agilist- Scaled Agile