

Susan Boye-Lynn (She/Her/Hers)

Instructional Systems Designer

1250 Manulani Street | Kailua, HI | 96734

Learning professional who analyzes design opportunities to collaborate with clients in developing innovative training strategies. Dedicated and motivated to seek original and optimal solutions to meet stakeholder, regulatory and learner needs.



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Wordpress



Profile

Professional Experience

Presbyterian Healthcare Services

Instructional Systems Designer – Compliance+

Albuquerque, NM | March 2019 – Present

Creates learner-centered instructional content, including job-aids, graphics, presentations, animations and online courses. Consults with in-house clients, manages design and development projects and determines applicable learning technologies. Collaborates with departmental and interdepartmental learning professionals on complex curricula. Designs, builds and manages complex curricula consulting on instructional platform and delivery solutions. Demonstrates independent initiative, sound design judgment and attention to detail in creating and executing comprehensive project plans. Presents a professional demeanor, customer service orientation and commitment to continuous learning.

Compliance+ Annual Courses & Curricula Management

Presbyterian Annual Required Training for the Enterprise
Compliance Risks for Leaders

340B Program Overview

Patient Rights Overview

D-SNP Training

Annual Broker Compliance Training

Additional Annual Course & Curricula Management since 2019

Americans with Disabilities Act at Work (2019-2022)

Scope Training – Job-specific Annual Training for Providers

Scope Coding & Documentation – Semi-annual for Providers

Bloodborne Pathogens – Scope for Providers

Bloodborne Pathogens - Clinical/Non-clinical

Bloodborne Pathogens – Spanish

BE FAST – Annual Training for PH & SFMC

AHORA – Annual Training for PH & SFMC

Fluoroscopic Radiation Safety – For Speech Therapists

Other Roles: Cybersecurity Awareness Committee, Community of Practice Presenter, LMS Domain Super User, IT Analyst, Knowledge Document Manager, PEL Contributor, Mentor

Education

Master of Arts

Organization, Information & Learning Sciences
University of New Mexico, May 2016

- Honors: degree with distinction, GPA 4.23
- Areas of Study: Instructional Design, Knowledge Management, Distance Education, Educational Technology & Human Resource Development

Master of Arts

Political Science

University of Arizona, May 1999

- GPA 3.34
- Areas of Study: American Political Thought, American Government
- Thesis: “The Development of Democracy: The Concept of Welfare in Liberal Democratic Thought”

Bachelor of Arts

Political Science

San Jose State University, May 1996

- Honors: Outstanding Graduating Senior in Political Science, Cum Laude, GPA 3.51
- Area of Study: American Political Thought

Proficiencies

Articulate – learning objects

Audacity – vocal production

Blackboard Learn – LMS ISD

Captivate – learning objects

Love + Work Leader - mentoring

Photoshop – graphics

SumTotal – LMS Domain Super User

WordPress – website design

Vyond – video animation

Microsoft Office Word, PPT, Excel

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Professional Experience, continued

Pepper and Pear Instructional Design, LLC

Instructional Systems Designer & Owner

Albuquerque, NM | Summer 2020

In the spring of 2020, as schools were struggling with workable hybrid solutions in the COVID era, I began to volunteer my assistance as a distance learning professional. One school requested a summer lecture series to help their instructors with conceptualizing, organizing and building online and hybrid learning. Pepper and Pear Instructional Design, LLC was founded to build that curriculum.

Summer Session Series:

1. Sequencing So You Stay Sane
2. Using Zoom and Video Well
3. Discussion Boards
4. Selective Assessment Methods
5. Resources in Blended Learning
6. Templates and Learning Objects
7. Ack!

This curriculum, with permission, was then offered for free to the local public school system, which used various techniques and recommendations at their discretion.

Sylvain Analytics, Incorporated

Instructional Designer

Albuquerque, NM | October 2016 – May 2018

Sylvain Analytics brings a team of multi-disciplined and skilled strategic planners, program managers, engineers, software developers and quality assurance professionals to provide Strategic Planning and Execution, Mobile App Development, Lean Six Sigma Training, Agile Development, and Performance Improvement for both the Federal and commercial sectors.

Contract: United States Coast Guard Watch Qualification Standards, Basic Damage Control Update

Instructional Design Components: Coordinated subject matter experts and contract based content for analysis and review, Storyboards, Organized curriculum, Conducted resource review and Completed Documentation Matrix; Developed assessments such as Knowledge Checks, Test Questions, Sign Offs, and Feedback Processes; Supported Development Team

Presentations

Presenter – IDEAS in Learning Series – Accessible Design, Learning Community of Practice, May 2022

Discussant – Be a Lighthouse – Light the Way to Effective Learning, Learning Community of Practice, August 2021

Poster - Dynamic Academic Dialogue in Online Courses: Good Gradable Discussions. 4th Annual Conference on Teaching and Learning. CNM Center for Teaching and Learning, Albuquerque, NM. January 2016

Poster - Designing for the Future: Creating eLearning Design and Implementation Recommendations for Futures for Children. UNM OLIT Expo, Albuquerque, NM. Spring 2012 S. Boye-Lynn, T. Hunter, and K. Winters

Designing for the Future: Creating eLearning Design and Implementation Recommendations for Futures for Children. Southwest Texas PCA/ACA, Albuquerque, NM. February 2012 S. Boye-Lynn, T. Hunter, and K. Winters

Panelist - Central Piedmont Community College's Millennium Voices, *A World Apart: The Western World and Islam*, Charlotte, North Carolina, October 2001

Guest Speaker for the panel entitled, *The Effects of Urbanization in America: The Development of the Underclass* 9th Annual Arizona Regional Honors Institute, Tucson, Arizona, November 1999

The Development of Democracy: The Concept of Welfare in Liberal Democratic Thought.

American Political Science Association Conference, Boston, Massachusetts, September 1998

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Professional Experience, continued

Central New Mexico Community College

Part-time Faculty, Political Science

Member, Curriculum Committee for Political Science Program

Albuquerque, NM | Intermittent 2007-2015

- Courses: American Government, Political World, Comparative Politics, International Relations, Pol Ideas
- Responsibilities: Course development to meet college and departmental standards and objectives, creating lesson plans, activities, assignments, and assessments, assessing and grading student progress in order to instruct in course content, LMS course design & management, college level writing and discourse
- Formats: Classroom lecture, Asynchronous and Synchronous Online Instruction

Central Piedmont Community College

Instructor, Political Science

Political Science Curriculum Designer

Charlotte, NC | Fall 2000 - Fall 2002

- Courses: American Government, Comparative Politics, International Relations
- Responsibilities: Course development to meet college and departmental standards and objectives, creating lesson plans, activities, assignments, and assessments, assessing and grading student progress in order to instruct in course content, LMS course design & management, college level writing and discourse, advising students for conferences and writing competitions
- Formats: Classroom lecture, Asynchronous and Synchronous Online Instruction, Telecourse
- Other: Academic Advisor, Member, SACS Committee for Self-Study of Educational Programs

University of North Carolina, Charlotte

Part-time Lecturer, Political Science

Charlotte, NC | Fall 2000

- Courses: Comparative Politics, Modern Political Theory
- Responsibilities: Course development to meet college and departmental standards and objectives, creating lesson plans, activities, assignments, and assessments, assessing and grading student progress in order to instruct in course content, college level writing and discourse

Presentations

"A Meeting of Minds: Machiavelli and Madison"

Western Political Science Association Conference, Los Angeles, California March 1998

Discussant and Chair for the panel entitled: *Justice and Welfare*

Western Political Science Association Conference, Los Angeles, California March 1998

"The Development of Democracy: Changing State Responsibility in Liberal Political Theory, 1900-1996"

Southwestern Social Science Association Conference, New Orleans, Louisiana, March 1997

References

Leslie Rettinger

Senior Organizational Development Consultant, Talent Development Presbyterian Healthcare Services lrettinge@phs.org

Sara Sanasac

Senior Organizational Development Consultant, Talent Development Presbyterian Healthcare Services ssanasac@phs.org

Bob Grassberger

Emeritus Faculty, OILS Program University of New Mexico rgrass@unm.edu

Charlotte Gunawardena

Distinguished Professor, OILS Program University of New Mexico lani@unm.edu

Zachary Shank

Associate Dean, CHSS Central New Mexico Community College zshank@cnm.edu