

REBECCA THORNTON

TRAINING LEAD

CONTACT

✉ rebecca.thornton@email.com

☎ (615) 555-0151

🏠 Nashville, TN

🌐 linkedin.com/in/rebeccathornton

SKILLS

- Instructional Design
- Facilitation
- Project Management
- Stakeholder Management
- EHR Training
- Presentation Skills
- PowerPoint
- Word
- Time Management
- Communication Skills

EDUCATION

Bachelor of Science

05/2017

Vanderbilt University

Nashville, TN

Human and Organizational Development

CERTIFICATES

Certified Professional in Talent Development (CPTD)

05/2023

Association for Talent Development

SUMMARY

Training lead with 9 years in healthcare training, now leading a 7-person team for a 5-hospital system. Combines instructional design, facilitation and project management to deliver EHR training on deadline, with steady stakeholder management across nursing, IT and operations leaders.

EXPERIENCE

Training Lead

09/2022 - Present

Cumberland Health Partners

Nashville, TN

Lead the clinical systems and onboarding training team for a 5-hospital health system.

- Lead 7 trainers who deliver **2,400** hours of EHR and onboarding training a year to nurses and clinic staff.
- Plan training for 3 EHR upgrades, sequencing 160 classes so 4,000 users finished before each go-live.
- Set instructional design standards and review every new course; learner ratings average 4.8 of 5.
- Partner with nursing and IT directors on go-live support plans, cutting post-upgrade help tickets by 35%.

Senior Training Specialist

04/2019 - 08/2022

Harpeth Valley Medical Group

Franklin, TN

Systems and workflow training for a 28-clinic physician group.

- Designed role-based EHR curricula for 11 clinic roles, replacing a single generic class.
- Facilitated 300+ classroom and virtual sessions with a 94% pass rate on proficiency checks.
- Managed the training plan for a 28-clinic billing system move, finishing all classes 2 weeks early.

Training Specialist

06/2017 - 03/2019

Riverbend Behavioral Health

Nashville, TN

Software and documentation training for a 3-site behavioral health provider.

- Trained 150 staff on scheduling and clinical documentation software across 3 sites.
- Wrote 20 quick-reference guides in Word and PowerPoint that units still use for new hires.
- Built a 30-day new-hire software checklist that cut early documentation errors by 40%.