

# Mark H. Rees

## OBJECTIVES

- Join a progressive team that values diversity, fosters innovation, and prioritizes exceptional patient care.

## EXPERIENCE

### **Optum Care, Morgantown, WV — Clinical Training Specialist**

May 2019 - PRESENT

- Lead training delivery for three different EMR systems utilized within the Optum Virtual Care platforms, providing comprehensive training and support to a diverse team consisting of more than 300 clinical staff, physicians, and advanced care practitioners..
- Facilitate virtual training workshops and EMR customization sessions for Optum Virtual Care providers to improve comprehension of clinical guidelines and EMR system capabilities.
- Support Go-live implementation for Amwell, Athena and Epic EMR Systems, providing at the elbow support for physicians and advanced care practitioners.
- Create and execute a subject-specific curriculum that prioritizes objectives and accommodates diverse learning styles and modalities.
- Collaborate with department leadership to manage and implement training projects outlining goals, priorities, and timelines while continuously monitoring project advancement and addressing any challenges that arise.
- Develop interactive and effective learning opportunities to support employee growth and development, utilizing virtual instruction, classroom training, and skills coaching techniques.
- Partner with other subject matter experts to create clinical workflows, tip sheets, and other job aids that support the delivery of high-quality patient care.
- Utilize Microsoft Teams for conducting online training sessions and employ advanced skills in Microsoft PowerPoint to create an engaging and effective learning environment..
- Collaborate with the instructional design team to develop engaging training exercises, specialized podcasts, and other digital resources to enhance learner engagement and create a more personalized learning environment.
- Analyze performance analytics, Epic Signal data, and other key performance indicators to promptly pinpoint any performance challenges. Develop a tailored remediation strategy utilizing the ADDIE Model of Learning.
- Coached, mentored, and empowered a team of eight associate trainers to successfully accomplish assigned projects, achieve team objectives, and progress in their individual career development pursuits.

### **Podcast Radio America, Colorado Springs, CO — Owner and Podcast Developer**

August 2006 - May 2019

- Collaborated with business owners, professional educators, and community leaders to develop podcasting programs that distributed information to a more diverse and targeted audience.
- Partnered with local media outlets to produce podcast forums that give participants the opportunity to debate issues, engage with community leaders and discuss news topics beyond their headlines.
- Analyzed campaign strategies and listener demographic data to create new editorial channels designed to increase audience growth while creating new opportunities for all partnering clients.
- Led the podcast development team in the interviewing, recording, and editing of all podcasts while adhering to the highest level of production quality.
- Created and distributed press releases, media advisories, and marketing materials that convey the desired message with the appropriate tone and voice.
- Worked directly with all partnering clients to establish project scope, interaction guidelines and project timelines to ensure full delivery of all campaign objectives.

### **WellSpan Health, York, PA — Emergency Clinical Assistant and Clinical Training Support**

January 2015 - September 2017

- Assisted medical staff with diagnostic and therapeutic procedures for both pediatric and adult patients.
- Developed a customized employee engagement program that combined multimedia components with other previously established communication tools.

7200 Indica Dr  
Apt. 917  
Raleigh NC, 27613  
(410) 553-1553

## Email:

[mhrees5115@gmail.com](mailto:mhrees5115@gmail.com)

## Portfolio:

[mhrportfolio.com](http://mhrportfolio.com)

## HIGHLIGHTS

Critical Care Paramedic  
Employee Leadership and Development  
Epic Credentialed Trainer  
Athena Trainer  
Amwell Trainer  
FDA Certified Trainer  
Training Coordinator  
Curriculum Developer  
Project Manager  
Digital Media Producer

## SKILLS

Compassionate Medical Professional  
Committed Customer Service Provider  
Team Oriented Leader  
Creative Writer  
Dynamic Communicator  
Engaging Trainer  
Community Leader  
Efficient Time Manager  
Motivating and Enthusiastic Personality

## SOFTWARE

Microsoft Office 365  
Microsoft Outlook  
Microsoft Teams  
SharePoint  
Epic  
Athena  
Amwell  
Telehealth Operations Dashboard  
Cisco WebEx Meeting  
Adobe Audition  
Camtasia  
Adobe Premiere Pro

- Collaborated with physician specialists and unit educators to create virtual training programs designed to enhance clinician knowledge and improve the overall delivery of care.
- Created a department specific virtual curriculum that helped facilitate the implementation of Epic EMR software throughout WellSpan Health.
- Monitored and evaluated all areas of project performance including participation, budget, and time management.
- Analyzed incoming data and prepared weekly project progression updates for all participating departments.

**Biomat USA, Harrisburg, PA / Colorado Springs, CO — Medical Supervisor / Trainer**

July 2010 - January 2015

- Led a medical team of eighteen to ensure a consistent and unified approach to all regulatory guidelines.
- Determined donor suitability through physical examinations and the review of available data.
- Served as a Certified FTA trainer responsible for staff education, clinical competencies, and FDA regulatory compliance.
- Coordinated and conducted all new hire orientation training for center medical staff in accordance with both FDA and company guidelines.
- Developed and conducted monthly training programs for all medical staff members that focused on operational changes, quality improvement and regulatory adherence.
- Partnered with the quality compliance team to ensure consistent adherence to all quality and compliance procedures.
- Maintained detailed knowledge of State and Federal regulations, FDA approved SOP procedure manual, EMA, OSHA, CLIA, and all internal company requirements.

**Columbine Ambulance Service, Littleton, CO — Paramedic**

August 2006 - January 2011

- Provided comprehensive and effective care to adult and pediatric patients including assessment, management, and treatment of any medical or traumatic event.
- Other responsibilities included: IV placement, 12 lead EKG interpretation, defibrillation, medication administration, and endotracheal intubation.
- Served as field training paramedic responsible for the training of EMT-Basics, Paramedics, and all other department team members.
- Coordinated and instructed BLS, ACLS and PALS certifications in accordance with American Heart Association standards.
- Monitored employee training metrics and developed executable training plans that were in accordance with regional and state protocols.

**ADDITIONAL EXPERIENCE**

**UC Health, Aurora, CO — Emergency Department Paramedic** — March 2004 - November 2006

**American Medical Response, Denver, CO — CCT, FTO Paramedic** — February 1997 - March 2005

**PROFESSIONAL CERTIFICATIONS**

**Pennsylvania Certified EMT Paramedic** — Expires December 2025

**American Heart Association Certified Healthcare Provider** — Expires December 2026

**FDA Certified Trainer: Biopharmaceutical** — Obtained April 2012

**Epic Credentialed Trainer: vCDO Urgent & Primary Care** — Obtained August 2021

**Epic Credentialed Trainer: vCDO Professional Billing** — Obtained October 2021

**Epic Credentialed Trainer: vCDO Behavioral Health** — Obtained November 2021

**EDUCATION**

**Walden University, Minneapolis, MN — BA Business Administration**

Expected Completion December 2025

**Huron Valley Center for EMS Education, Ann Arbor, MI — Emergency Services / Paramedic**

Graduated July 1997

**Dorsey College, Wayne, MI — Accounting**

Graduated June 1992