

KIMBERLY WHITFIELD

Systems Analyst
Instructional Technologist
Instructor

Contact

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Skills

Learning strategies
Industry best practices
Business Process Analysis
Business Needs Assessment
Implementation support
Curriculum design
Training & Development
Course material creation

Quick Links

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Resourceful and innovative Instructional Designer with over 20 years of experience in business systems analysis, e-learning and curriculum development for wide variety of cultural and professional backgrounds. Offering insightful analysis of content and design to create value-added learning programs that achieve desired business outcomes. Strong communication and interpersonal skills to build relationships with stakeholders and assess learning needs.

Work History

07/1999–
03/2022
(Retired)

Systems Analyst/Instructor/Instructional Designer

*North Carolina Administrative Office Of The Courts,
Raleigh, NC*

Instructional
Designer

- Analyze, design, develop, implement, and evaluate instructional material and training which include various legacy and mainframe systems, Intranet and Internet software applications and policy and procedures.

Instructor

- Targeted diverse learning modalities in development of new course content and training programs.
- Developed assessments and user polls to evaluate course effectiveness, altering content and delivery to achieve student learning goals.
- Provided job analysis in line with instructional design principles for successful mentoring.
- Created curricula, topics and conceptualized course format, subject matter, and presentation.
- Delivered instruction to adult learners in variety of formats.
- Organized system infrastructure documentation and operating procedures, strengthening controls, and enhancing overall performance.

Systems
Analyst

- Identified needed business improvements and determined appropriate systems required to implement solutions.
- Assessed business needs and problem areas to create focused solutions like implementation of eCourts.
- Evaluated and adopted new technologies to address changing industry needs.
- Helped deploy system enhancements to improve field operations.
- Resolved malfunctions with systems and programs through troubleshooting.
- Collected, defined, and analyzed business requirements.

08/2012 -
01/2013

Adjunct Faculty

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University of North Carolina Wilmington, Wilmington, NC

- Foundations and Secondary Education, Watson School of Education.
- Undergraduate instructor for online session of EDN 303 Instructional Technology.

- Emphasize the design, selection, production, and evaluation of instructional materials, computer-generated presentations, and interactive multimedia, with particular emphasis on their effective integration into an instructional unit.
- Developed professional relationships with students to better communicate and enhance instruction.

09/1998 –
07/1999

Corrvantis Case Manager

Department of Human Resources, Wilmington, NC

- Interacted with clients and the court system to establish child support on behalf of New Hanover County.
- Administered multiple cases, interviewed concerned parties, and determined correct allocation of funds.
- Operated Child Support System (ACTS), OPUS, DMV, Criminal Information System (CIS) computer systems.

10/1996–
09/1998

Deputy Clerk of Court

New Hanover County, State of North Carolina Judicial, Wilmington, NC

- Responded to in-person and telephone requests for information from general public, attorneys, and other involved parties.
- Examined legal documents submitted to courts for adherence to laws and court procedures.
- Drafted professional court correspondence.
- Prepared and distributed court orders, including probation orders and sentencing information.
- Maintained court dockets and updated disposition of cases after court hearings and trials.

06/1991–
04/1996

Sales Director/Buyer/ Manager

USS North Carolina Battleship Memorial, Wilmington, NC

- Managed customer service operations for the gift shop, ticket sales and concessions.
- Purchased and marketed \$553,000 retail inventory.
- Developed and implemented \$630,000 operating budget.
- Hired, trained, evaluated and supervised 6 full-time and 3 to 25 part-time employees.
- Presented sales and operations reports to Board of Commissioners.
- Instituted advanced level of data reporting to develop purchasing strategies and identify buying trends.
- Negotiated policies and contracts with vendors to achieve optimal pricing and consistent availability.
- Represented company at national and regional trade shows.

12/1987-
12/1990

Department Manager

Best Products, Wilmington, NC

- Managed jewelry department with \$2 million in annual revenues.
- Hired, trained, and supervised 15 to 45 employees.
- Consistently exceeded departmental sales goals.
- Prepared detailed reports for management to clarify existing trends, review sales and inventory data and support shrink minimization and safety awareness.
- Developed empowering employee culture focused on equipping employees to independently meet customer needs.
- Applied performance data to evaluate and improve operations, target current business conditions, and forecast needs.

04/1985 –
12/1987

Management Trainee

Zale Corporation, Wilmington, NC

- Consistently met 100% to 125% of sales quotas.
- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Devised processes to boost long-term business success and increase profit levels.

Education

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05/2011

Master of Science: Instructional Technology

University of North Carolina - Wilmington

05/1986

Bachelor of Science: Marketing

University of North Carolina - Wilmington

Certifications

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- SkillSoft Web Design Basics and
- Web Design Enhancements 2016.
- Web Design Certificate
- Business Systems Analyst

Publications

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01/2011

Martin, F., Brooks, R. F., Gayford, M. C., Hall, H. A. and Whitfield, K. Y. (2011),

Evaluating reactions and transfer of skills from Blackboard training. Performance Improvement, Vol 50:1, pg. 26–33, Jan 2011.

01/2011 **Whitfield, K. Y. (2011),**
Involuntary Commitment Application: An Online Training Module. Information Systems Education Journal, Vol. 10: 3, 2012.

Honors: **Best Masters Student Paper Information Systems Education Conference 2011**

Achievements

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- Sustaining Member Junior League of Wilmington.
- Pi Lambda Theta – International Honor Society and Professional Association in Education.
- North Carolina Azalea Festival Committee Chairman