**Jennifer Stinebaker**

[Jennifer.stinebaker@yahoo.com](mailto:Jennifer.stinebaker@yahoo.com)

Portfolio Website: [www.jhstinebaker.com](http://www.jhstinebaker.com)

Improving user experience has been a consistent focus throughout my career. Though my background includes extensive technical and communicative skills, my passions are in art and design.

**PROFESSIONAL SKILLS / TECHNICAL SKILLS**

* 3DS Max
* Adobe Creative Suite
* Adobe XD
* Application Design
* CSS
* Flow Diagrams
* HTML
* JavaScript
* Mood Boards
* Project Management
* Prototypes
* Research
* ServiceNow
* SharePoint
* SourceSafe
* SQL Server
* Strong Communication
* User Personas
* User Testing
* VB.NET
* Wireframes

**WORK EXPERIENCE**

**Information Systems Trainer II,** January 2022 – Present

Hospital Sisters Health Systems *– O’Fallon, IL*

* Provided synchronous training to hospital staff throughout the organization’s 15 hospitals and over 2000 clinics via Zoom and Microsoft Teams.
* Worked closely with end users to understand their process flows and provided system expertise in answering questions and addressing concerns.
* Collaborated with technical analysts to create instructional design materials and assisted in building training environments.
* Credentialled to train 32 courses and completed two Epic Certifications in Resolute Hospital Billing and Training Environment Build, resulting in a promotion from Information Systems Trainer I to Information Systems Trainer II within one year of working for the organization.
* Served as training team leader on the upgrade team to prepare other trainers and end users for changes related to new versions of the Epic System.

**Information Systems Developer / Analyst,** December 2011 – April 2021

Brown & Brown Insurance dba Parcel Insurance Plan *– Olivette, MO*

* Designed user interfaces for customer relationship management desktop applications using VB.Net, and C# to support business initiatives.
* Developed data flow diagrams in Visio and low fidelity wireframes based on information gathered through project planning.
* Worked closely with end users to ensure that applications were designed to improve workflows and time efficiency, and updated applications based on feedback.
* Created user personas and conducted unit testing on software developed in-house.
* Collaborated with corporate leaders to integrate technology initiatives for streamlining costs and managing security risks for local environments.

**Oracle Developer / Analyst for Internal Business Systems,** May 2011 – December 2011

Maritz, LLC *– Fenton, MO*

* Served as technical team lead and project manager on multiple projects related to data migration.
* Utilized Oracle Reports and Forms to provide solutions in response to internal client requests.

**Assistant Supervisor of Patient Services,** September 2009 **–** December 2011

## Saint Luke’s Hospital *– Chesterfield, MO*

* Assisted in the implementation of an electronic system for processing food service orders by testing functionality and training end users.
* Researched user interface inconsistencies between hospital applications and provided solutions for improving process workflows.

**Supervisor of Accounts Receivable,** May 2000 – September 2009

## Hogan Transportation *– Earth City, MO*

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* Demonstrated an eagerness to learn and grow, resulting in four promotions.
* Worked with technical team to design an electronic based system to automate functions of the accounts receivable department and volunteered to train end users on the new system.

**EDUCATION**

**Master of Art and Design – Web and User Experience, May 2024**

Lindenwood University College of Arts & Humanities

**Bachelor of Science – Information Management, May 2012**

Webster University School of Business & Technology

**HONORS**

**Elected Member for Maintaining a Cumulative 4.0 GPA throughout my graduate studies, 2024**

Alpha Chi National College Honor Society

**VIP Woman of The Year for Outstanding Excellence and Dedication to Her Profession and the Achievement of Women, 2014 – 2015**

## National Association of Professional Women