

David Waring

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Learning & Development Professional

I am accomplished and results-driven with extensive experience in digital learning, course development, technical training delivery, quality systems, and data analysis. I have over 5 years experience in Healthcare (private and public) with the ability to train/coach staff at all levels. I have a very keen interest in IT training, and particularly in influencing others to learn and grow in their professional careers. I have a proven record of increasing organisational efficiency while reducing operational costs and driving quality improvements. I am an approachable team player, friendly, have excellent communication skills, I am a creative problem solver, and I lead by example. I am currently seeking a permanent or contract role (IT Training, Learning & Development).

Highlights of Key Skills

- IT Training Delivery, Coaching, Mentoring
- Learning Management Systems
- eLearning design
- Project Management
- Digital Content Development
- Learning & Development
- Data Analytics & Visualisation
- Auditing for ISO 9001 Certification

Career Experience

[Manchester University NHS Foundation Trust](#)

Electronic Patient Record Systems Trainer - Informatics Programme Team (February 2018 - April 2018)

Reporting to the EPR Project Manager, I planned, developed and managed training delivery of a new Electronic Patient Record system for clinical and administrative hospital staff for the Manchester Royal Infirmary site and for Outpatient Clinic staff for the Oxford Road central site (contracted by [HCI Group](#)).

I collaborated on improving all related training documentation. I designed and produced an eLearning package for the EPR project (using Active Presenter) which targeted current and future users of the EPR system.

July 2017 - December 2017 – extended travel in Spain and study (OpenLearn modules)

[Orion Health](#) - Manchester, London, and Auckland, New Zealand

Education Specialist (February 2012 - June 2017)

As part of the Education Team I co-managed the Rhapsody Integration certification programmes (Associate and Professional level). I sourced, organised, examined, and interpreted data for course development. Other highlights include:

- ♦ Extensive operational knowledge of a Learning Management System (Orion Health Academy using Totara) with 1200+ staff across 15 countries and 1000+ external customers and partners.
- ♦ Experienced in Training Needs Analysis. I designed and delivered a train-the-trainer programme for the NHS in Northern Ireland for an Electronic Health Care Record project (NIECR), prior to the go-live of a Clinical Portal EPR solution.
- ♦ I delivered face to face training sessions to various NHS trusts and private organisations (Electronic Health Care Record and Rhapsody Integration Engine).
- ♦ Project lead for developing digital content for various products, moving projects forward to tight deadlines, while achieving buy-in from Subject Matter Experts and all stakeholders.

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- ◆ I collaborated with the Education team for the development of certification programmes and eLearning courses to deliver the operational requirements of the business plan.
- ◆ Point of contact to Sales UK for Education/Training strategy and Best Practice.
- ◆ Adept with the latest Microsoft Office products (Word, Excel, PowerPoint, Outlook).

[Webranz](#), Auckland, New Zealand

Data Analytics & Training Researcher (July 2011 - February 2012)

I developed a comprehensive data collection procedure for a major client (Fonterra). I collated, analysed and interpreted data from multiple sources, employing statistical techniques to produce reports and live dashboards, using Tableau Visualisation & Analytics Software.

[NAVTEQ](#) (HERE Technologies), Malaga, Spain

European Technical Trainer & Senior Analyst (January 1999 - November 2009)

As a part of the global trainer group I delivered technical classroom-based training and co-designed eLearning courses for new and existing staff. I conducted audits for ISO 9001 certification to drive efficiency improvements and reduce operational costs. Other highlights include:

- ◆ Delivery of technical training courses throughout Europe (in English and Spanish).
- ◆ I efficiently managed operational projects, ensuring timely delivery and high-quality at all times.
- ◆ I streamlined processes and procedures for database management and quarterly release.

Additional Experience

European Support Specialist ■ Navigation Technologies, later NAVTEQ

Team Leader Midlands/Manchester ■ European Geographic Technologies (Navigation Technologies)

Education & Training

BA/BSc (Honours) Open degree – in progress

Open University, currently studying "Introducing Statistics" (2018)

Bachelor of Science, Stage III Paper

Department of Geography, University of Auckland, New Zealand

Training courses

- Health Data Protection and the GDPR, Futurelearn.com (University of Groningen)
- Cyber Security for HR Professionals, CIPD
- IGSoC (Information Governance Statement of Compliance)
- Rhapsody Professional Certification, Orion Health
- Advanced Microsoft Office Suite, Pandora Academy
- Project Management Methodology, NAVTEQ
- Train the Trainer, Vergouwen Overduin Consultancy
- ISO 9001 Internal Auditor Training, NAVTEQ

References available on request