

Lizann Dunegan

Instructional Designer | Healthcare Training Specialist

Prescott, AZ 86303 | 503.575.0372 | lizann.dunegan@gmail.com | LinkedIn:
linkedin.com/in/lizann-dunegan

Professional Summary

Healthcare-focused instructional designer with 15+ years of experience creating engaging, workflow-aligned learning experiences that drive adoption and improve outcomes. Expert in translating complex clinical content into clear, actionable learning, using **Articulate Storyline, Rise, and AI-powered tools**. Skilled in scenario-based learning, performance support, and LMS administration. Thrives in fast-paced, cross-functional environments delivering measurable impact.

Core Competencies

- **Instructional Design & Adult Learning:** Scenario-based learning, branching simulations, assessments
 - **Healthcare & Clinical Training:** Medical terminology, healthcare systems, workflow-aligned learning
 - **Authoring Tools & Technology:** Articulate Storyline, Rise, Synthesia, Camtasia, AI tools
 - **LMS Administration:** Skilljar, Docebo, reporting & analytics
 - **Performance Support:** Job aids, quick reference guides, embedded workflow resources
 - **Project & Stakeholder Management:** Agile methodology, cross-functional collaboration, iterative design
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Professional Experience

Principal Instructional Designer | Demandbase | 06/2017 – Present

- Designed global onboarding and product training programs to accelerate adoption of complex SaaS solutions.

- Developed scenario-based eLearning, branching simulations, and clinical workflows for technical and healthcare-adjacent audiences.
- Utilized AI tools to scale content creation and personalize learning paths, improving learner engagement and retention.
- Administered Skilljar LMS for 20,000+ users, including configuration, integrations, and reporting.
- Partnered with SMEs and leadership to ensure accuracy and workflow relevance in learning solutions.

Senior Instructional Designer | BlueJeans | 03/2015 – 05/2017

- Developed eLearning modules and instructor-led training to streamline product adoption and reduce time-to-value.
- Designed workflow-aligned simulations and scenario-based learning with a focus on performance outcomes.
- Created job aids, quick reference guides, and other performance support tools for technical and operational teams.

Senior Instructional Designer | UnitedHealthcare | 01/2014 – 02/2015

- Built scalable eLearning programs for healthcare professionals to improve system adoption and documentation accuracy.
- Leveraged analytics and feedback to refine learning experiences and increase knowledge retention.
- Managed multiple concurrent projects while meeting aggressive implementation timelines.

Education

M.S. Instructional Design & Technology | California State University, Fullerton

B.S. Business Administration | Portland State University

A.S. Veterinary Technology | Portland Community College

Certifications

- Introduction to Synthesia
 - Skilljar Certified Professional
 - Credly Platform Practitioner
 - TechSmith Camtasia Explorer
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Awards

- **Demandbase Customer Enablement Person of the Year – 2025**