Kirk Denniston

Senior Learning Experience Designer

Executive Portfolio

View Resume

kirk.denniston@gmail.com

972.824.1876



Enterprise Expertise:

- AI-Driven Learning
- Change Management
- Fraud Prevention
- Financial Compliance
- Identity Verification
- KYC / KYB
- Learning Analytics
- Learning Strategy
- Performance Assessments
- Risk Operations/Compliance
- Workforce Development

Enterprise Impact:



Developed **160 learning deliverables** at Intuit supporting Fraud Prevention, Risk Operations, Financial Compliance, KYC/KYB, Identity Verification, Payments, and Payroll across the US and Canada.

Created **175 learning products** at Vizient supporting 27,000 healthcare professionals in accreditation, clinical certification, and patient safety.

Reduced classroom nesting time by **92.5% (80 hours to 6 hours)** through scalable simulation-based learning activities that accelerated Payments and Collections analyst readiness.

Developed **80 global blended learning programs** supporting the PeopleSoft 9.2 rollout for 50,000 employees across North America, Asia Pacific, Europe, the Middle East, and Africa.

Recognized for Energy Management Lifecycle training contributing to **$250M in new revenue** by enabling field teams to identify performance contracting opportunities.

Enterprise Clients:

Strategic Learning

- ADDIE/Agile Methodologies
- AI-Driven Learning
- Blended Learning
- Curriculum Development
- Instructional Design
- Performance Assessments

Learning Experiences

- Decision-Based Learning
- Gamification
- Interactive Media
- Software Simulations
- Video Tutorials

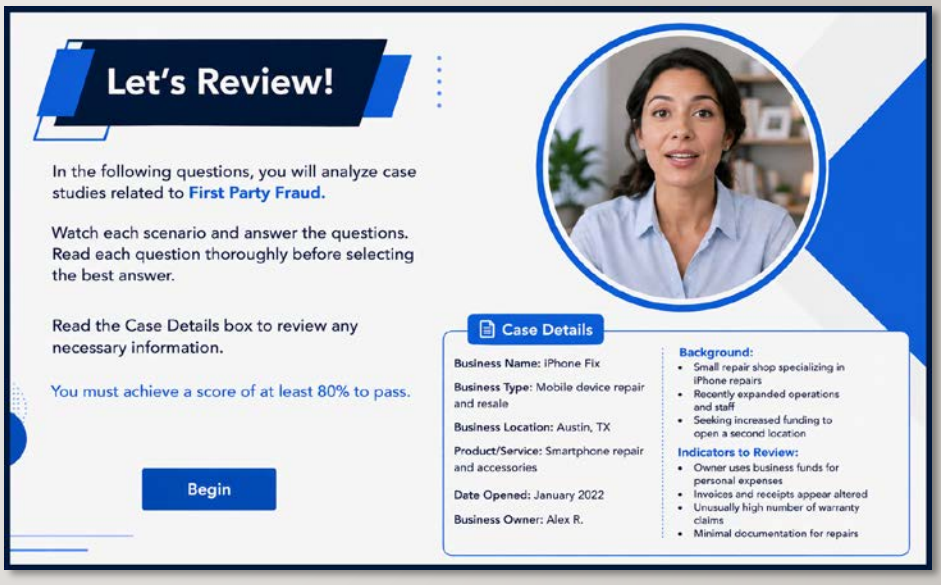
Workforce Solutions

- Customer Service Training
- Leadership Development
- Knowledge / Skill Transfer
- New Hire Onboarding
- Workforce Upskilling



AI-Enabled Learning:



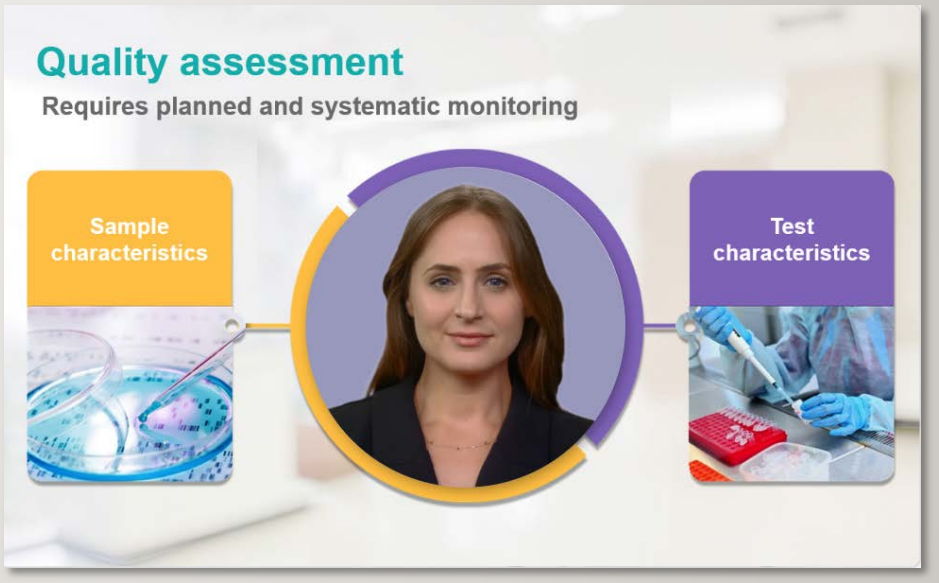




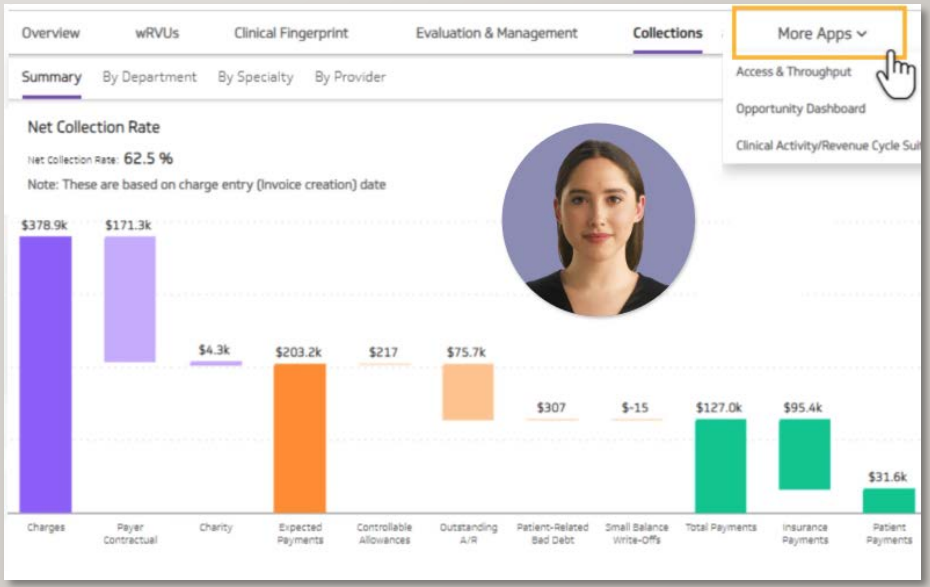


AI-Enabled Learning:

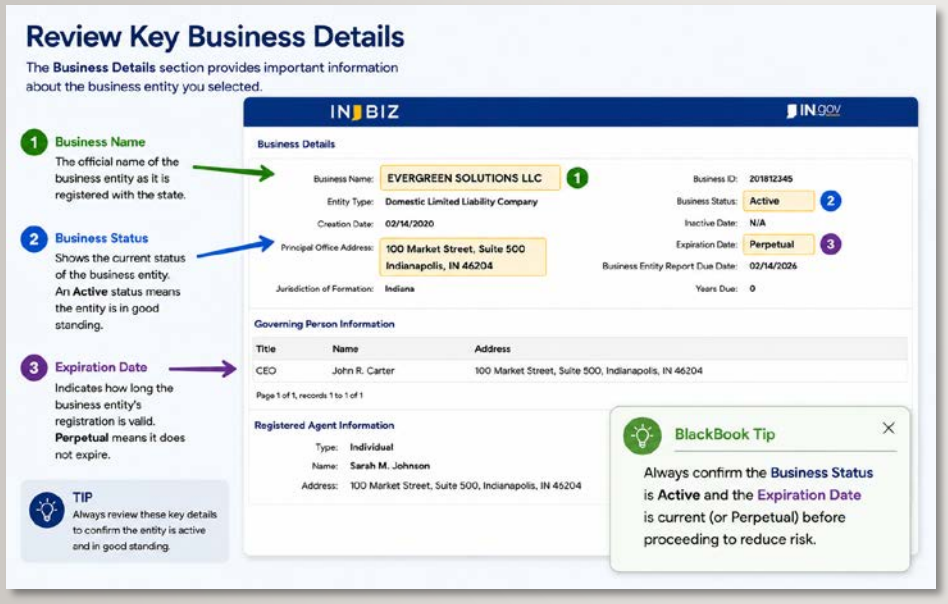


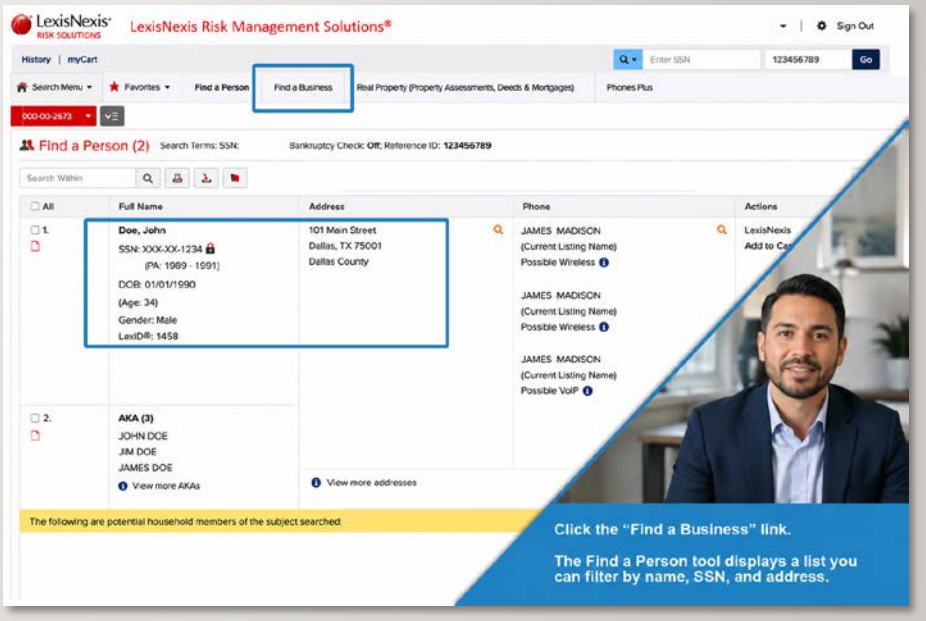


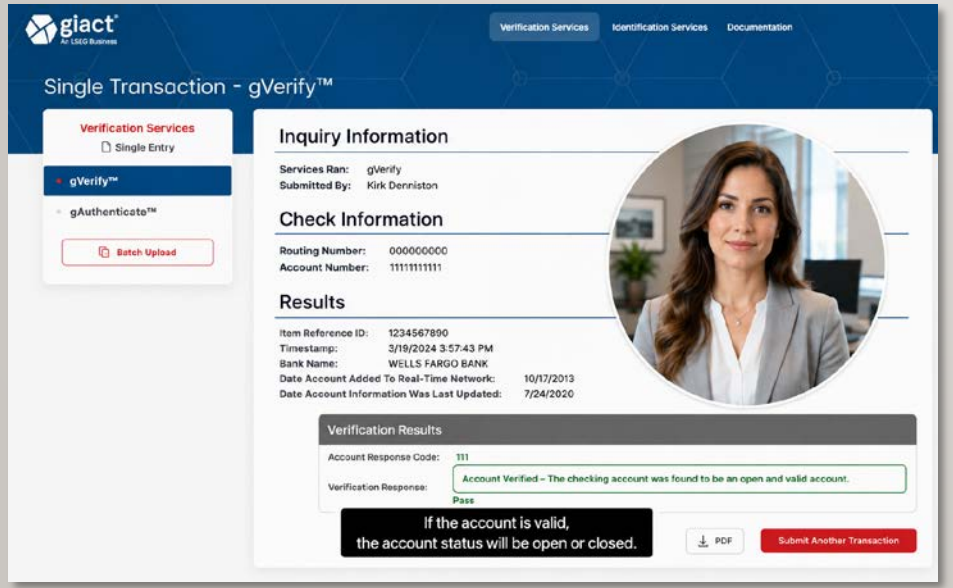


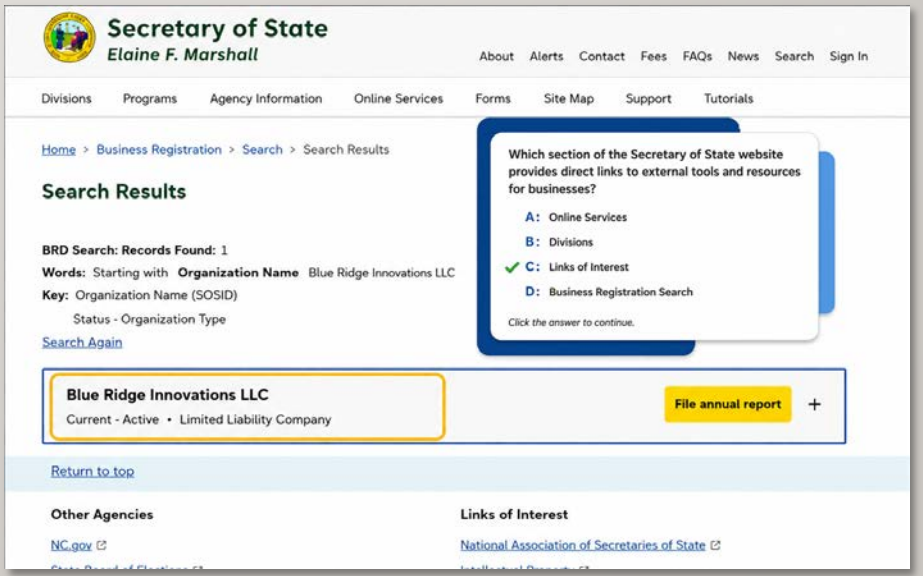


Know Your Customer/Business (KYC/KYB)









Healthcare Performance and Compliance

Organization challenges

The challenges of the Covid-19 pandemic offered an opportunity for one health care organization to rethink coaching strategies with multiple QI team members

This applies to testing used for diagnosing, treating or assessing laboratory services on human specimens used in assessments of health.



Data management process example



Your organization submits data files for June, first or second week of July

Member validations verify totals and all mappings
Automated process with tool





Post June data online
first to second week of July

The CSC team can turn-around data in 24–72 hours and will not post data online unless the member has gone through quality validations with **each** submission.



Revenue Cycle benchmarks

- Collection Rates
- Denial Rates
- Denial Resolution
- Denial Reasons
- Contract Rates

What does our timeline for collections look like?

Do we have a claim denials problem?

Are we leaving revenue on the table?

Accelerate improvement



- Building science-based improvement capability at individual, organizational, and system levels.
- Arming future doctors and nurses and others preparing for careers in health care with quality improvement knowledge.
- Expanding the capability of operational leaders to use advanced improvement methods to guide and support front-line improvement.
- Developing learning networks to accelerate approaches to improving health outcomes.



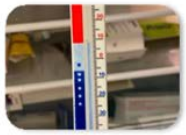
Healthcare Performance and Compliance

Survey findings



When Helicobacter pylori is isolated, identification will be confirmed, and susceptibility testing performed.

Daily temperatures are logged as required in the Lab Policy stating "Read, record, and initial temperatures and humidity (min/max) in the waived testing areas."





The standard that pertains to this finding:

WT.05.01.01
Instrument records and maintenance

Finding #2

The hospital could not show evidence that it had established an assessment method to determine competency of the dietitian.

Finding #1

Finding #2

Referral of all individuals whose death is imminent or who have died in the hospital

Referral by a hospital to an OPO as soon as it is anticipated that a patient will meet the criteria for imminent death, agreed to by the OPO and hospital, or as soon as possible after a patient meets criteria

Referral prior to the withdrawal of any life sustaining therapies (i.e., medical or pharmacological support)

Phlebotomist – no documentation

Social worker and occupational therapist

Precautions

Laboratory regulatory requirements:



Handwashing is a precautionary requirement.



Provide equipment for safely handling and disposing of biohazardous waste.



Laboratory samples are collected and tested in secure environments.



Do not store food in refrigerators with testing supplies or samples.

Strategies

Define competencies

Assessment

Review

Develop audits

Know the requirements

Review

Review initial competencies and requirements frequently, because equipment and processes sometimes change.



The family of the potential donor is informed of donation options and may decline.

The request for donation is only to be made by organ procurement representative or designated requestor.





The designated requestor must have completed training offered or approved by the OPO.

The OPO provides the methodology for addressing donor families.



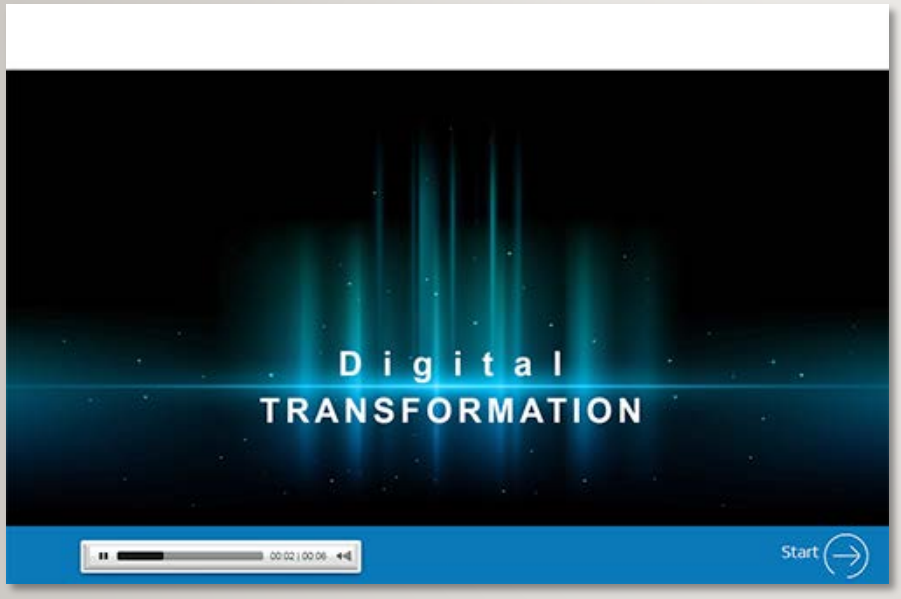
Presentation Development





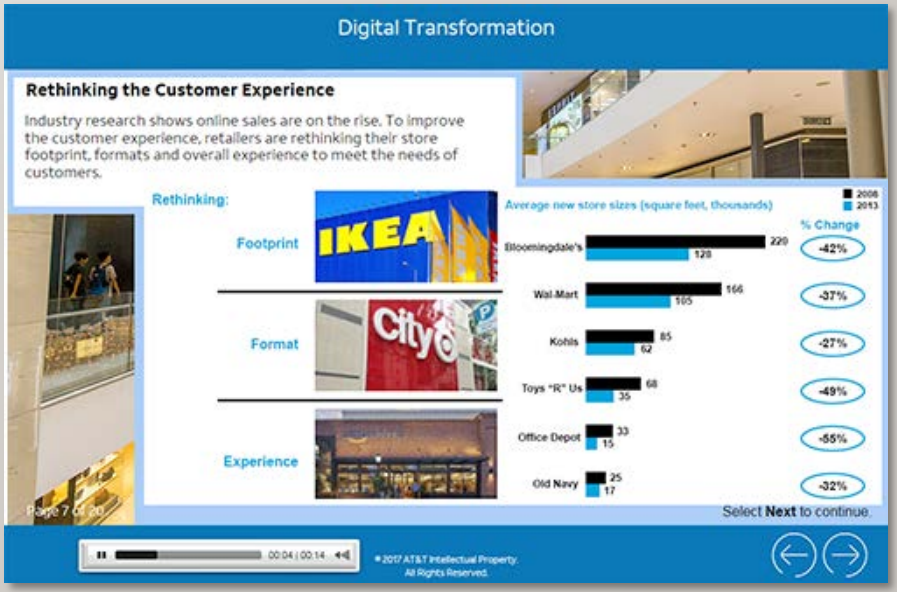


Digital Transformation & Customer Experience:



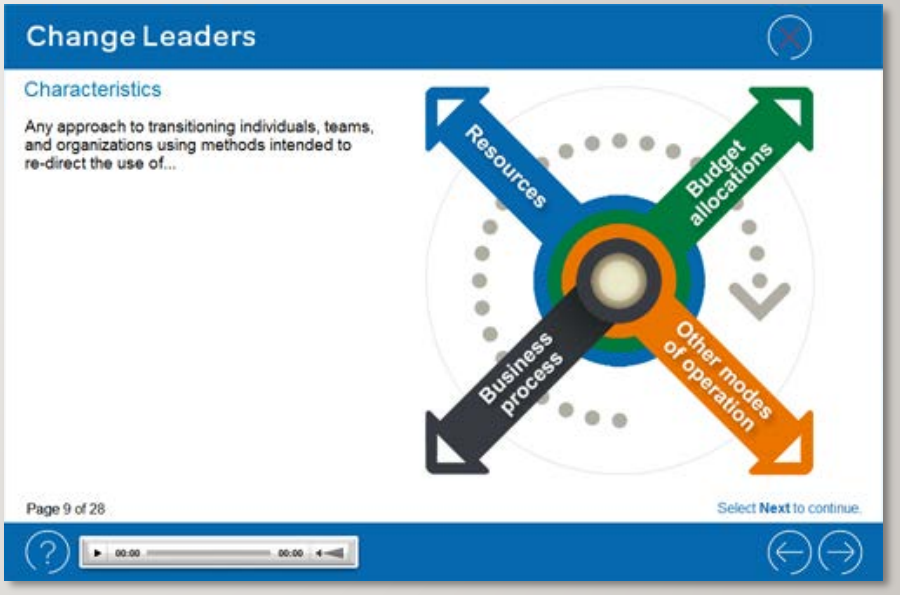






Leading Organizational Change:

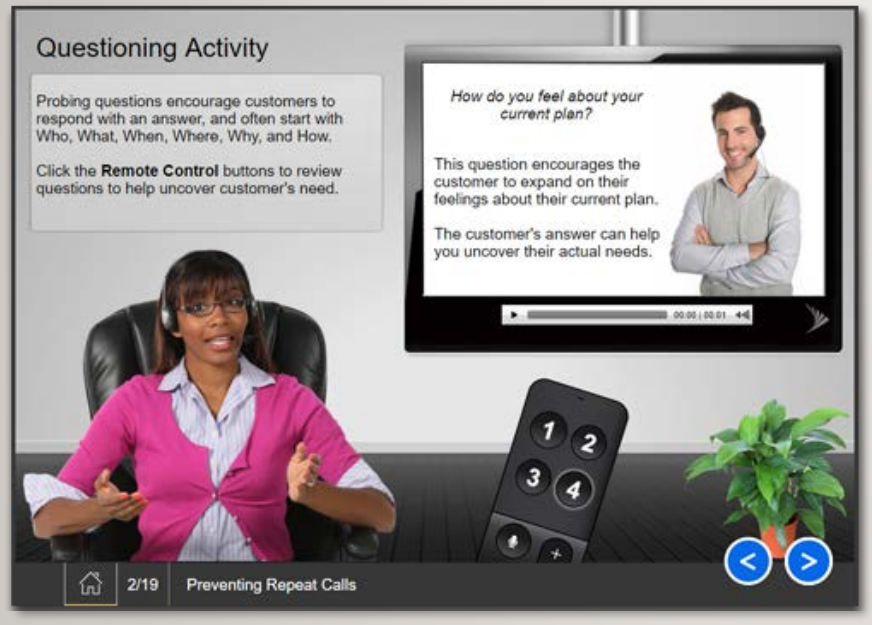




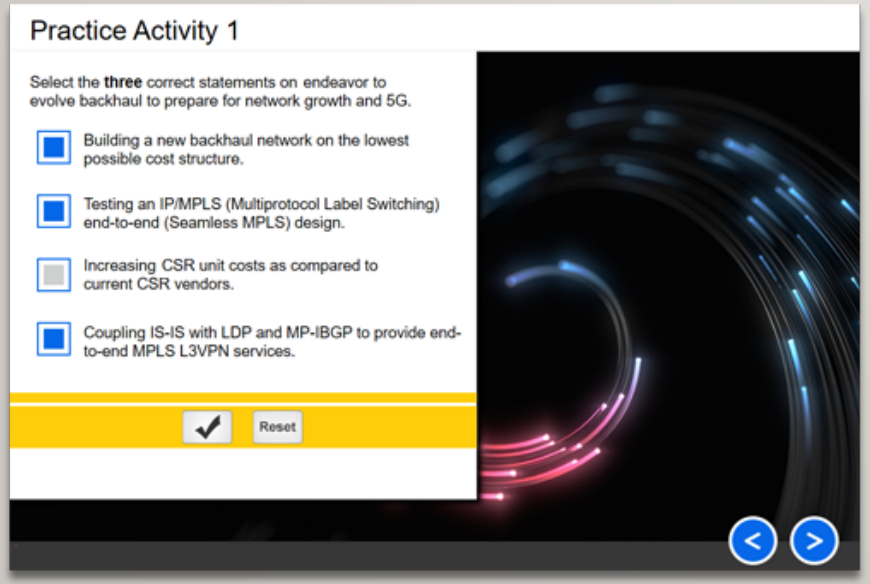


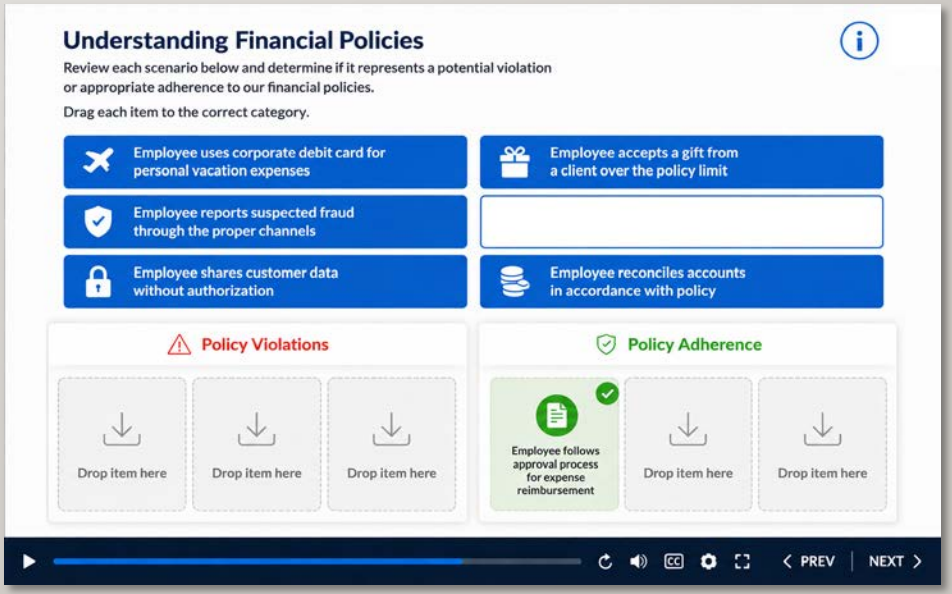


Learning Interactions:









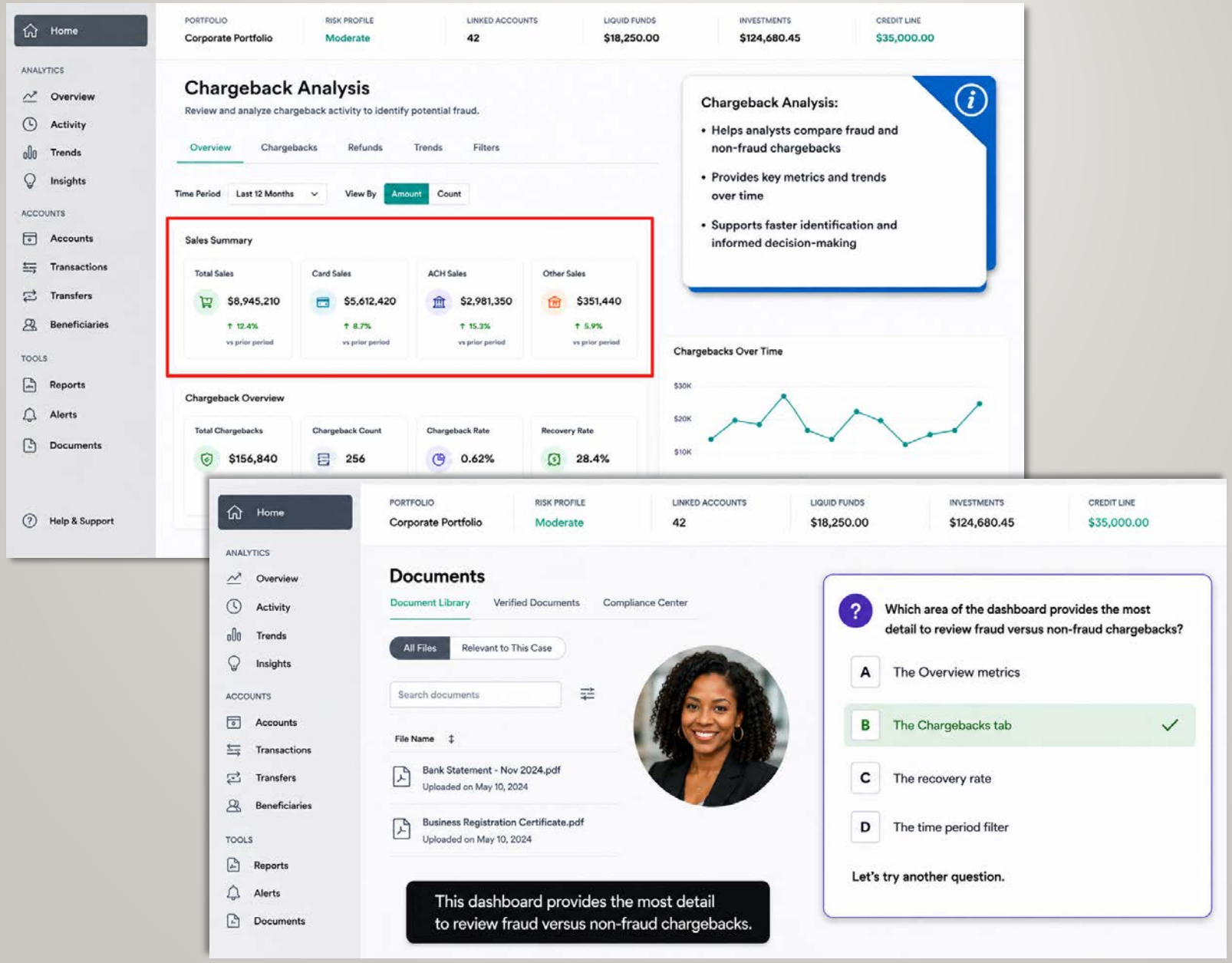
User Interface Design:



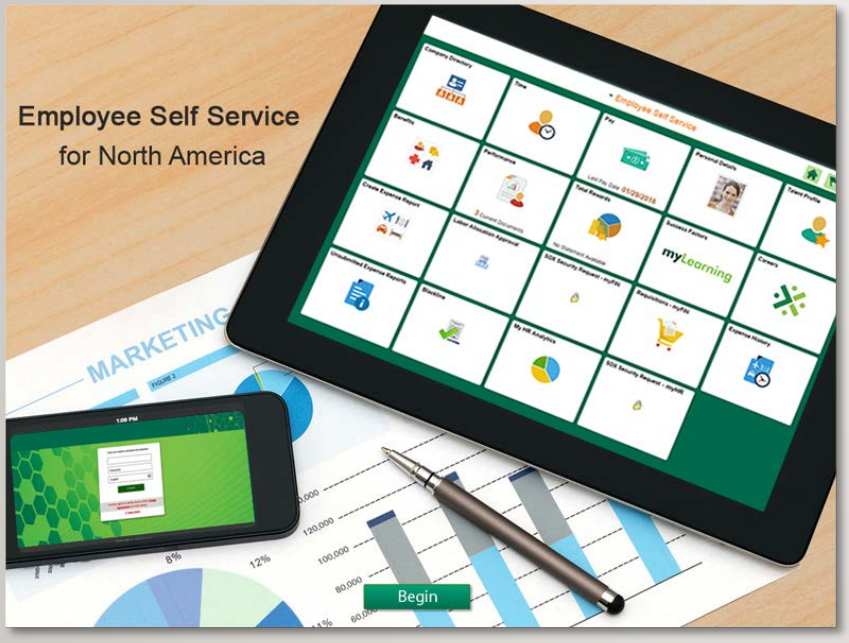


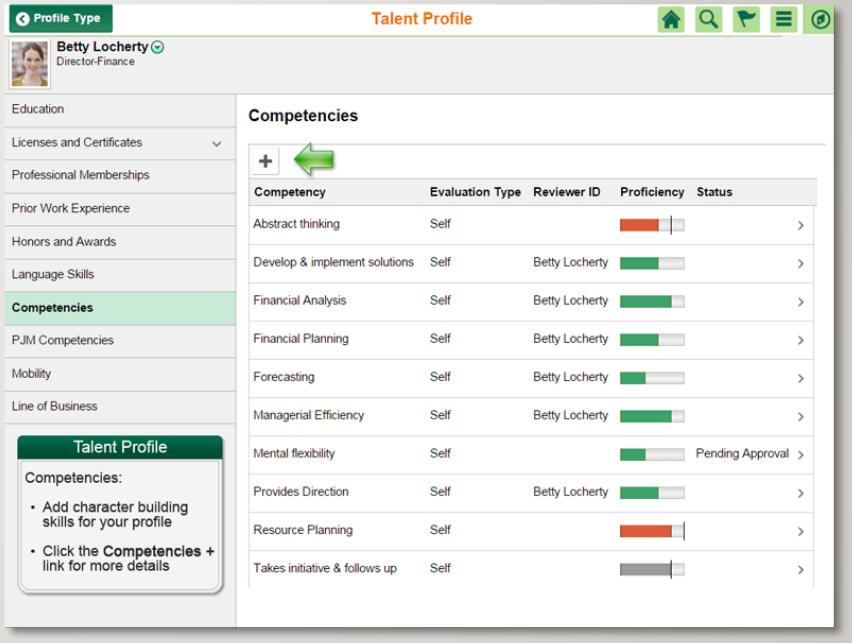


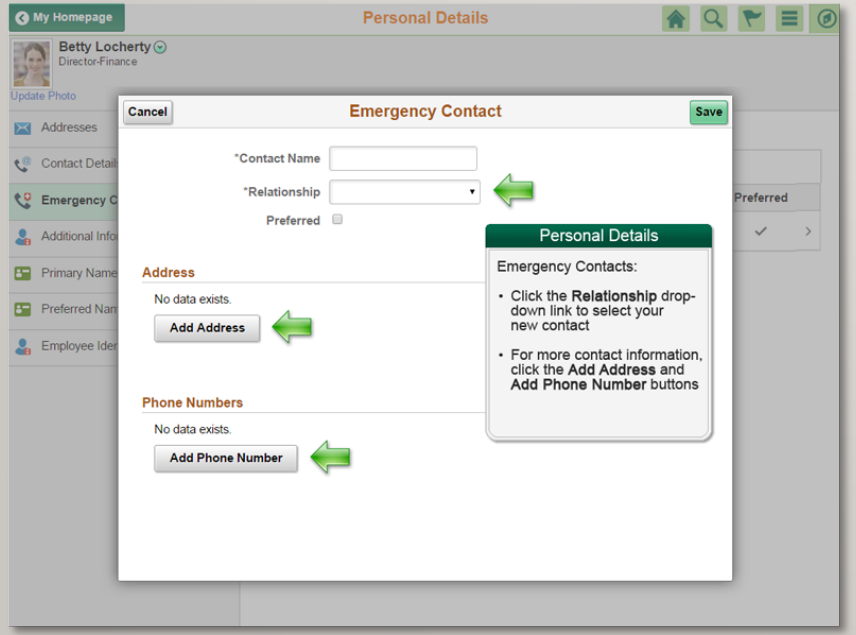
Workforce Software Simulations:

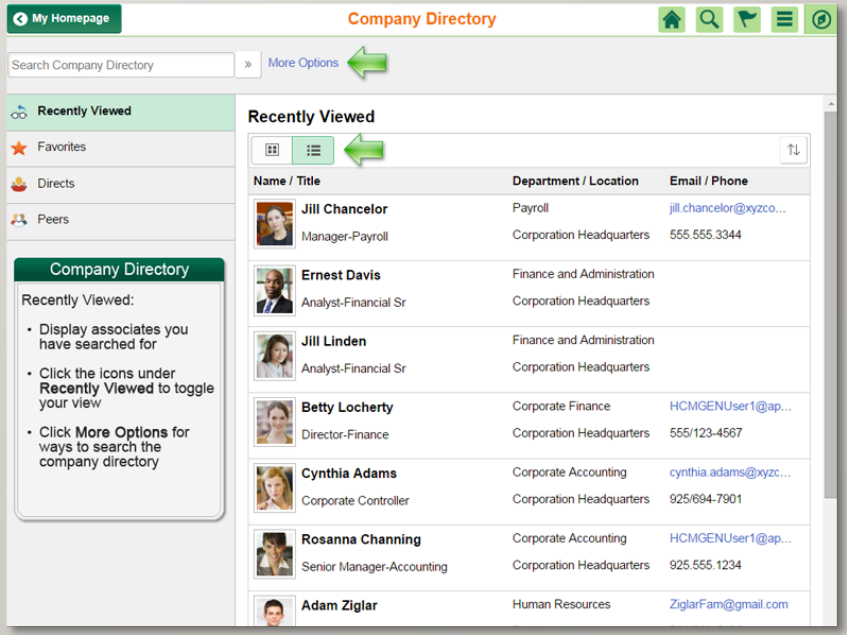


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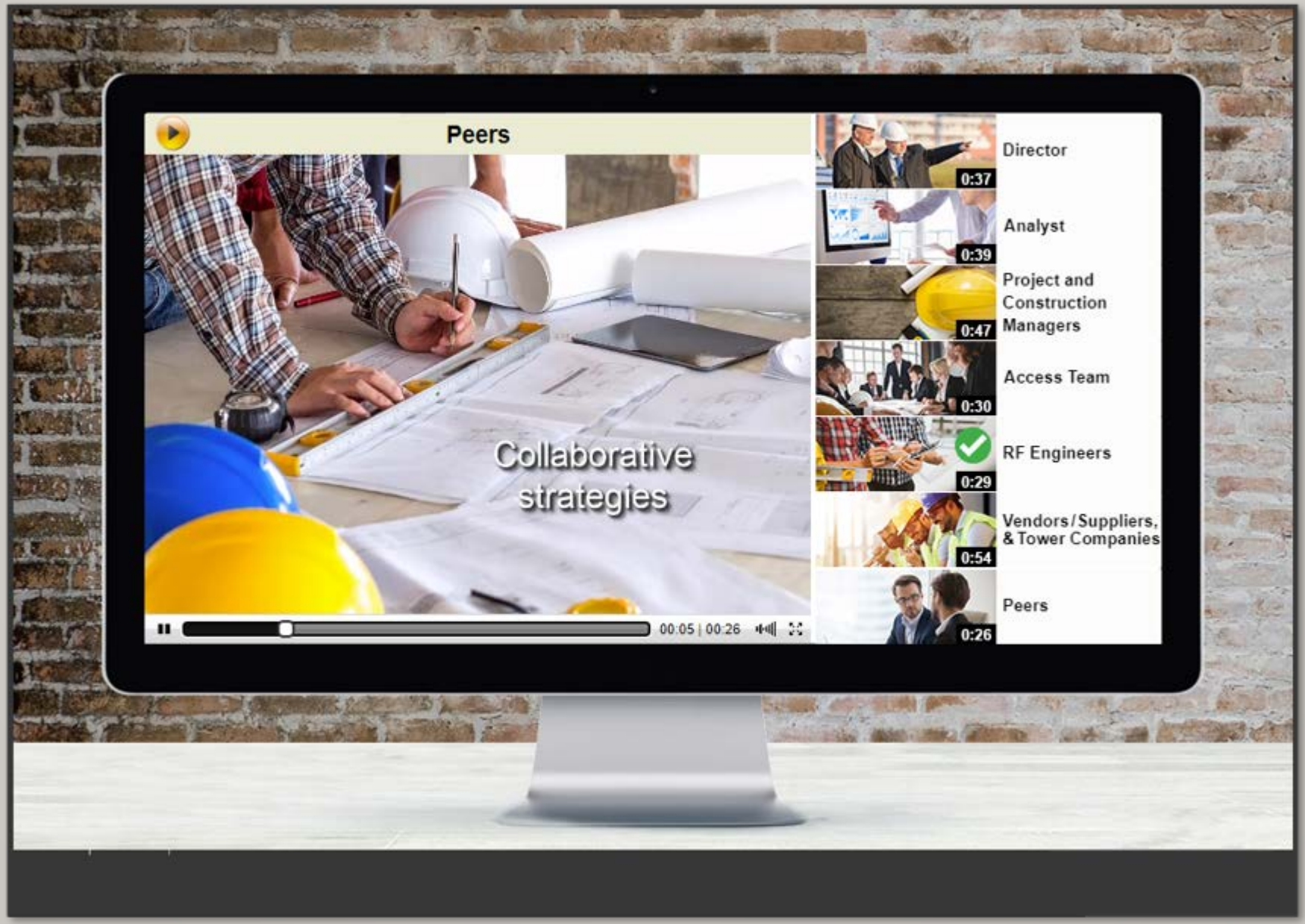








Interactive Video Learning:



Animated Instructional Video:







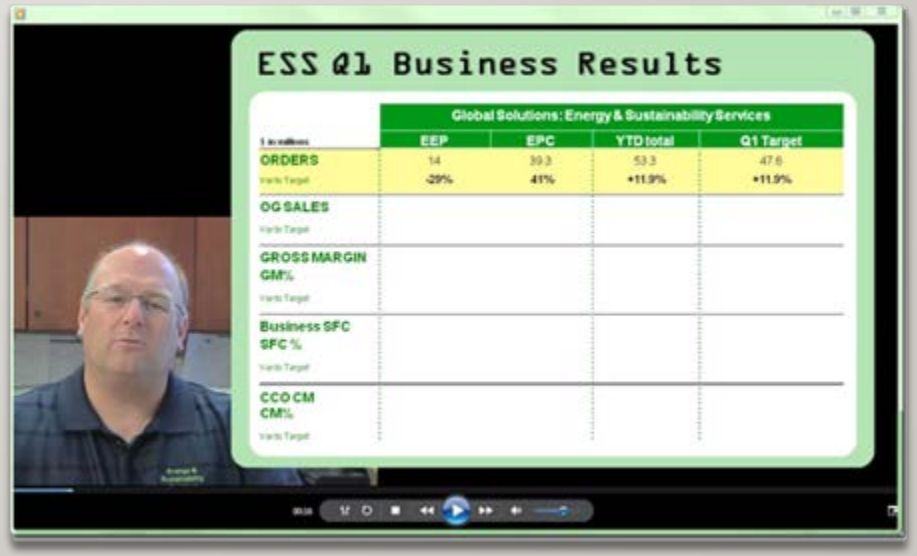


Instructional Broadcast Productions:



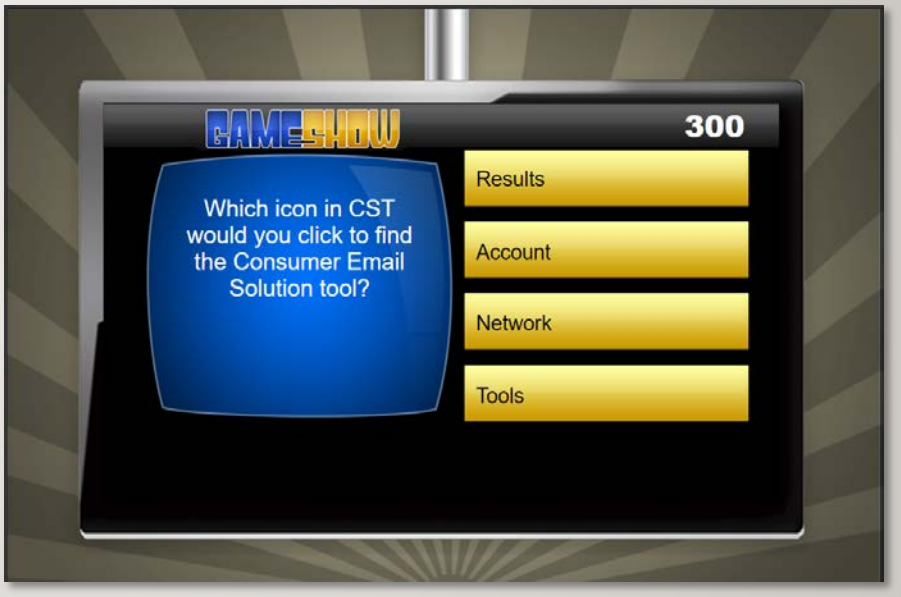


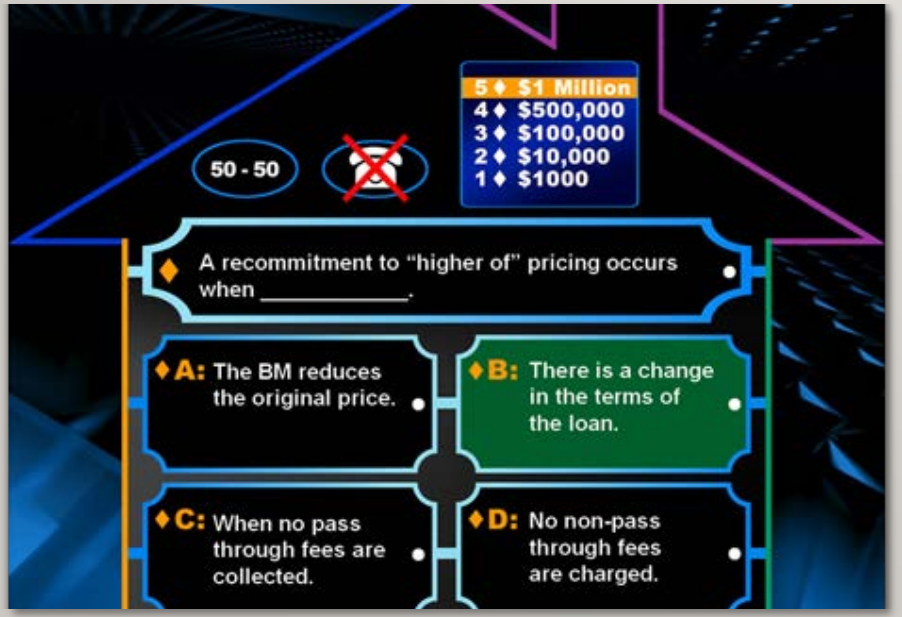




Classroom Gamification:



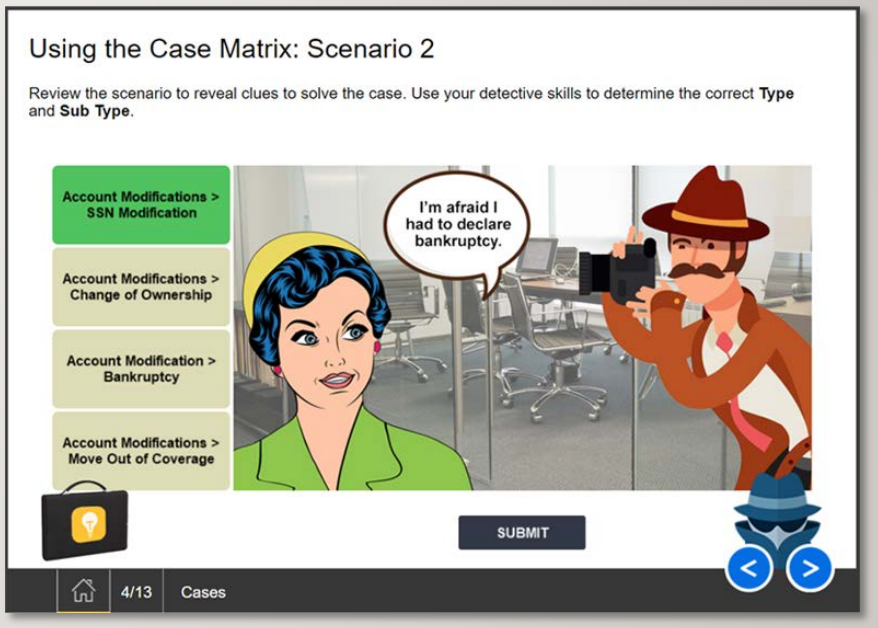


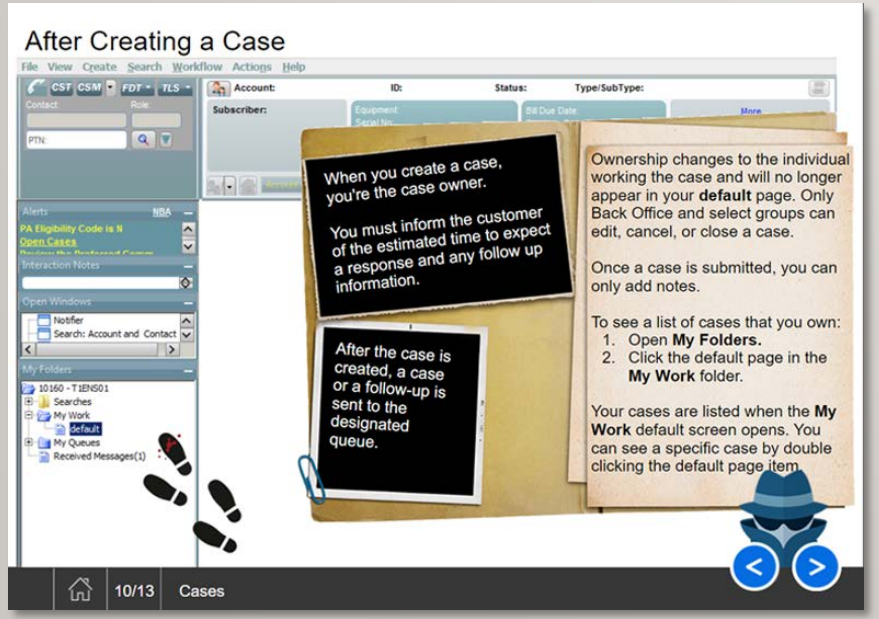




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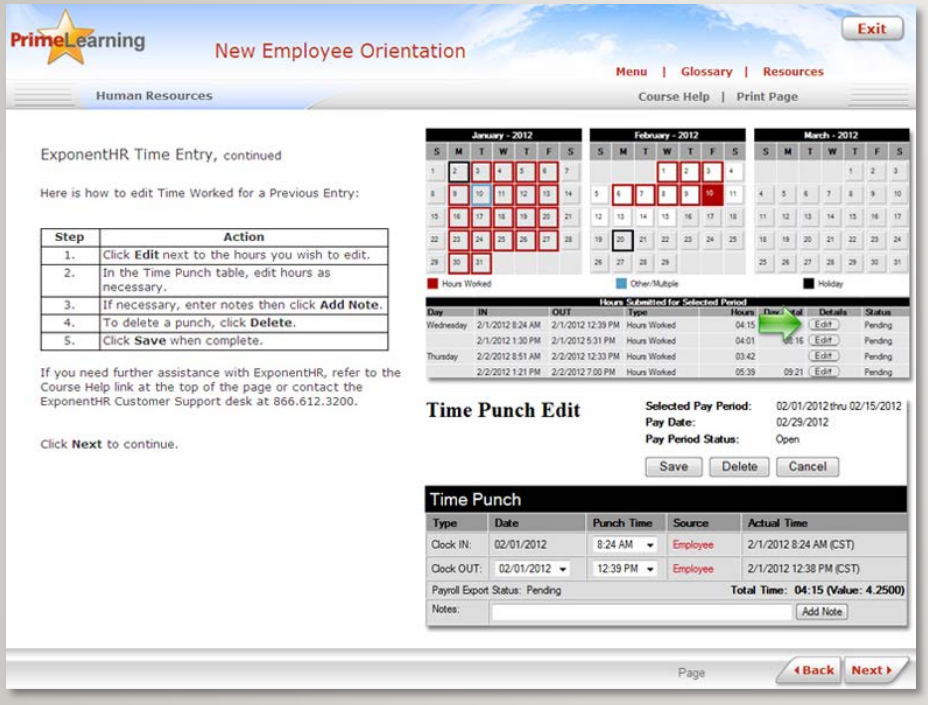


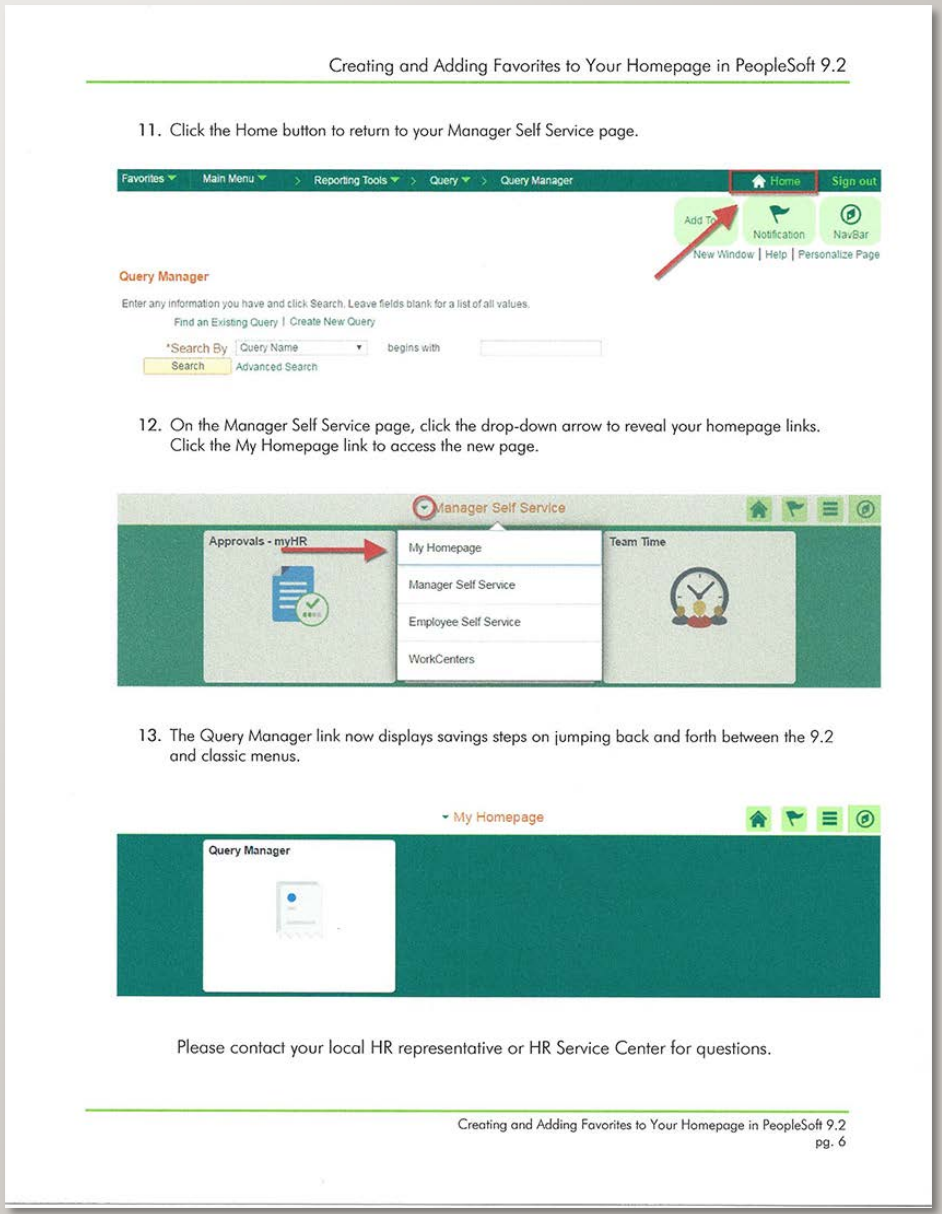






Job Aids / eBooks





Performance Assessments:

Building Your Brand: Scenario 1

Listed below are behaviors for building your brand. Select the correct trait that matches the behaviors.

- **Integrity**
- **Holding Others Accountable**
- **Transparency**
- **Communication**

- Be honest, reliable, responsible, present, and available.
- Honor your commitments by doing what you say you are going to do.
- Always follow through, and admit to and own your errors.
- Do the right thing. Stay focused on the end goal while navigating the path to completion.



Question 10 of 12

Identify the type of fraud happening in this scenario.
Select the best answer.

Case Details

- ○ First Party Fraud
- ○ Third Party Fraud
- ○ Account Takeover
- ◉ Planned Bankruptcy

Background:
- Customer: ABC Construction LLC
- Industry: Commercial Construction
- Location: Phoenix, AZ
- Account Type: Business Line of Credit
- Credit Limit: $500,000
- Date Opened: March 2022

Indicators:
- Opened multiple new credit accounts in a short period
- Maxed out available credit on all accounts
- Made large purchases of non-business assets
- Transferred assets to a new entity/insider
- Stopped making payments to vendors
- Significant drop in revenue despite high credit usage
- Filed for bankruptcy shortly after maxing credit lines

Staff and practitioners are competent to perform waived tests. When should competency be evaluated? Click the Submit button.

- ○ Orientation
- ○ Annually
- ○ Orientation, prior to performing tests, annually
- ○ Orientation and annually



Seasonal Standby

Knowledge Check 2 of 4:

Correct! Great work!

Ms. Lamar has several business lines not being used and is interested in the the **Seasonal Standby** plan. She would also like to know what would happen to her service agreement expiration date.

Select the **three** best actions action.

- ☑ Service may be suspended for a short amount of time at a low monthly cost while keeping their account.
- ☐ **Seasonal Standby** is eligible for autopay discounts
- ☑ Consumer / individual lines are good for only 6 months.
- ☑ Customers are responsible for billing payments if the device was purchased using monthly installments or lease payments.
- ☐ Customers do not have to pay taxes, surcharges, or fees when the account is in **Seasonal Standby**.

CONTINUE

3/7 Plan Information

Facilitation Guides:

Leading Icons

Throughout this document you will notice graphics that identify facilitation notes and content reinforcement activities, which include:

	**Speaking Point:** This icon highlights a note that has instructions only for the instructor to see. It usually reflects a guideline, or a tip needed to facilitate the course.
	**Power Point Slide Number**
	**Key Point:** This icon highlights a note that has instructions only for the instructor to see. It is meant to highlight a point that is critical to the participant's success on the job.
	**Knowledge Check:** This icon highlights an area of measurement.
	**Activity:** This icon highlights instructions for a classroom activity.

Course Overview


1

Display Introductory Screen



Ice Breaker Activity 1: Suggested for Virtual Classroom

Say: Let's introduce ourselves by giving names, professional experience, and expectations for this course.

Facilitator, kick off this activity by going first.

Introduction


2

This course is designed to assist you in beginning your career through knowledge and skills in:

- Leadership
- Core Values & Purpose
- Products
- Process Flow
- Getting Your Name Out There
- Human Resources Policies Overview

Course Outline


3

The course is presented in the following modules:

Module 1: Our Company
Module 2: Marketing
Module 3: Human Resources
Module 4: Technology Assistance

Introduction to Our Company

Overview


4

This module will introduce you to "Our Story", including a look at our Mission, Purpose, Core Values, Leadership, and even our mascot.

Objectives


5

At the end of this module, you will be able to:

- State our Mission
- State our Purpose
- Demonstrate our Core Values
- Identify our Leadership Team
- Identify Products & Programs

Introduction


6

Headquartered in Dallas, Texas, our company has grown from a staff of 20, producing $80 Million in annual closed volume, to a staff of 2400 producing in excess of $7.7 Billion annually.

In addition to the corporate office located in North Dallas, our company has expanded to over 225 offices across the United States and is licensed to provide tax and accounting services in all 50 states and District of Columbia (DC).

Our goal is to provide unsurpassed quality service and support throughout the entire process for every client and referral source. These proactive operational philosophies simplify and accelerate our processes at all levels. Our company's experienced professionals are dedicated to making every customer's experience a positive and successful one.

Technology & Learning Ecosystem



- **AI & Emerging Technology:** ChatGPT, Microsoft Copilot, Claude, NotebookLM, Synthesia, WellSaid Labs, Transkriptor, Adobe Firefly
- **Know Your Customer/Business (KYC/KYB):** Salesforce, Accurint LexisNexis, Black Book, Taxport, Giact, GuideStar, Kount, Secretary of State
- **Authoring:** Articulate 360 (Storyline, Rise), Adobe Captivate, Lectora, iSpring Suite
- **Learning Platforms:** Cornerstone, Saba, Docebo, PeopleSoft 9.2
- **Design:** Adobe Creative Cloud, Canva, Photoshop, Illustrator, Acrobat Pro, InDesign, Snagit
- **Media:** Premiere Pro, After Effects, Camtasia, Vyond, Media Encoder, Adobe Audition
- **Office:** Microsoft Office 365, Google Workspace (Docs, Sheets, Slides), SharePoint
- **Collab:** Jira, Betterworks, Slack, Microsoft Teams, Webex, Zoom, LeanKit

Awards / Commendations

Schneider Electric

Recognized for Energy Management Lifecycle training contributing to **$250M in new revenue** by enabling field teams to identify performance contracting opportunities.

Bank of America

Received **Global Recognition Gold and Silver Awards** for simulation-based learning that accelerated loan system adoption and streamlined loan origination workflows.

Countrywide Financial

One of five company-wide recipients of the **Center for Learning Award** for establishing an in-house training organization, reducing development time by 70% and vendor costs.

DELL

Received the **Outstanding Achievement Award** for developing end-to-end process maps and workflow solutions that streamlined customer service and technical support operations.

ASU Arizona State University

Recognition for developing the University's first online education program to reduce classroom instructional costs.

vizient.

August 18, 2023

To whom it may concern,

I am writing to recommend Kirk Denniston for the position of Senior Instructional Designer. I had the pleasure of working with Kirk for over two years at Vizient, Inc. on the Learning and Development team.

Kirk and I worked closely together on over 175 projects. He managed anywhere from three to five projects simultaneously, always meeting his deadlines and even worked late into the night to ensure the job was done on time.

During his time at Vizient, Kirk consistently demonstrated his enthusiasm and dedication. He is a highly motivated and results-oriented individual who is always willing to go the extra mile. He is a team player who worked closely with Subject Matter Experts and was always willing to help his colleagues.

Kirk introduced new methodology training practices and AI software to streamline processes for smoother operational practices. His Just-In-Time training helped support thousands of medical staff during a critical pandemic and supported nursing with comprehensive accreditation programs. His instructional design modules helped our organization support loss prevention and improved profits.

Kirk has a strong technical background and is proficient in a variety of software applications. He is a quick learner and is always eager to take on new challenges.

Kirk's expertise in Storyline authoring, simulation assessments and interactive video training would bring new learning strategies to any training department.

In addition to his technical skills, Kirk also has excellent communication and interpersonal skills. He can clearly articulate his ideas and work effectively with others.

I have no doubt that Kirk would be an asset to your company. He is a highly skilled and motivated individual who would be a valuable addition to your team.

Sincerely,

Susan Lozano
Learning Systems Manager
Vizient, Inc.
290 E John Carpenter Fwy
Irving, TX 75062
vizientinc.com



June 1, 2020

To: Prospective Employers

Re: Letter of Recommendation for Kirk Denniston

I had the pleasure of working with Kirk for almost two years within the training department at Sprint University.

Kirk was involved with two divisions, the Retail New Hire Customer Service Care group, and the Network deployment division. Kirk was extremely thorough in his work and often shared his ideas and thoughts to help everyone else improve their training capabilities. He was always willing to share ideas and was never afraid of taking risks.

I always appreciated Kirk sharing the best development strategies and providing constructive feedback. He was a fantastic teammate and would be a great asset to any company that wants to have a top-level senior instructional developer to create innovative designs.

If I can be of further assistance, please do not hesitate to contact me at (913) 484-4658.

Sincerely,

Chris Reeves – Training and Development

Sprint World Headquarters Campus
6100 Sprint Parkway
Overland Park, KS 66211

AT&T University

Kimberly Valentine
AT&T Services, Inc.
6301 Colwell Blvd.
Irving, TX 75039

June 1, 2018

To Whom It May Concern:

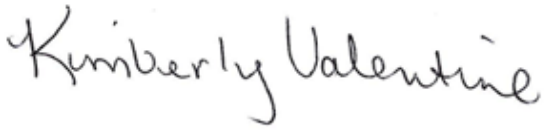
It is my pleasure to recommend Kirk Denniston for a Senior Instructional Developer position. Kirk has worked as a private contractor for AT&T University for the past 18 months. He has excellent skills in course design and development, simulation training, and video production.

Kirk looks for fresh ideas and explores new, creative ways to do things. His expertise in Mobile Training brings a high level of standards to the Leadership Organization and AT&T's Retail Division. He is exceptional at writing, producing and editing dynamic training videos, and is often the go-to person when co-workers have a question or need a second opinion.

Kirk will be an asset to any organization. He is open to learning new skills, adapts to change, and leads team members to do the same. He has a strong work ethic and can be counted on to consistently exceed expectations and beat project deadlines.

If you need any additional information, please feel free to contact me at (214) 901-8144.

Sincerely,



Kimberly Valentine
Senior Training Manager, Design
Human Resources, AT&T University Operations Training

Let's Connect!



Kirk Denniston

Senior Learning Experience Designer

Email Me
kirk.denniston@gmail.com

Connect on LinkedIn
linkedin.com/in/kirk-denniston

Download Resume
View or save my resume

Open to New Opportunities
Full-Time | Contract | Consulting

> *"Great learning changes more than what people know. It changes what they're able to do."*

Learning should do more than inform. It should empower people to perform.

I bring together learning strategy, instructional design, emerging technology, and real-world business experience to create practical learning experiences that help people build confidence, develop skills, and perform at their best.

What I Bring to the Table

Strategic Thinking
Connecting learning initiatives to business objectives and measurable outcomes.

Creative Solutions
Making complex concepts easier to understand through engaging learning experiences.

Technology & Innovation
Using AI, simulations, multimedia, and interactive learning to improve performance.

People First
Designing with the learner, the business, and the people behind the process in mind.

I'd welcome the opportunity to connect.

Whether you're building a learning organization, transforming workforce development, improving operational performance, or exploring new approaches to employee development, I'd enjoy discussing how my experience could contribute.