

Becky Heineman

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Adaptable solution driven consultant with over 20 years of experience including customer and client troubleshooting and support, data automation and analysis, creation of numerous forms of documentation, reporting, gathering project requirements, interactive training design, development, delivery, document repository and systems administration responsibilities. Innovative professional with a solid interpersonal and technical skills in pivotal circumstances and eager to master new challenges.

CORE COMPETENCIES

- Relationship building
- Communication skills
- Documentation analysis
- Problem-solving skills
- Business acumen
- Team player
- Goal-oriented
- Automation-oriented
- Procedure analysis
- Analytical thinking
- Quality assurance skills
- Attention to detail
- Customer success
- User-experience focused
- User training

PROFESSIONAL EXPERIENCE

Implementation Consultant - Inventory Manager & Navix

Cardinal Health

12/2021 – 06/2023

Dublin, OH

- Lead five successful implementations of the Cardinal Health Inventory Manager product at retail independent and acute pharmacies nationwide.
- Engaged 32 retail independent pharmacies for NavixRX compliance packaging implementation. Six successful site implementations with multiple patients being serviced until program end date (6/30/23).
- Utilize troubleshooting skills and SQL queries against CIM data tables to resolve customer issues and requests.
- Driving process standardization and improvements with creation of request tracking tool (Quickbase) and metric reporting for CIM Operations team.
- Created QuickBase administration and usage documentation as it pertained to the CIM Marketing and Ops processes.
- Created NavixRX compliance packaging implementation process documentation.
- Deployed customer-facing macro-enabled workbook to assist in NavixRX order creation and formatting.
- Collaborated and refined CIM implementation questions on customer facing survey for tracking feedback and possible process improvements.

Learning Business Partner - L&D Center of Excellence

06/2017 - 12/2021

Cardinal Health

Dublin, OH

- Aligned business goals with senior QRA leadership through quarterly meetings.
- Managed projects according to workback plan to ensure timelines were met.
- Designed and developed web-based training in Articulate Storyline based on needs analysis and storyboard documents.
- Converted existing projects from Captivate to Storyline to ease future updating process.
- FY20/21 training projects: Medical Distribution Hazardous materials classroom training converted to web-based, Introduction to REMS (Risk Evaluation and Mitigation Strategies), NPHS (Nuclear & Precision Health Solutions) Authorized User Exam conversion from paper to web-based, (Pharmaceutical Distribution QRA) Anti-Diversion and DEA General Awareness were combined and updated.

Learning Delivery Consultant - Quality and Regulatory Affairs

01/2015 – 06/2017

Cardinal Health

Dublin, OH

- Oversaw training initiative of new quality process and documentation software (Pilgrim) across the enterprise with reporting, myLearning system administration, training document generation, and a variety of additional activities as needed.
- Provided continued support and escalation to third-party developers for internal QRA website tools. Leveraged Access and Excel for issue tracking and reporting
- Enhanced and updated existing QRA training modules to improve interactivity and engagement.
- Assisted Recall and Temperature Excursion teams with responsibilities when necessary.
- Managed project to facilitate transition of web-based training modules from their current platform to an internal Learning Management system (LMS).
- Developed various training procedures for internal learning management systems specific to the QRA audience.
- Measured and analyzed the effectiveness of learning and performance improvement solutions.
- Identified opportunities for continuous improvement with an emphasis on metrics.
- Created documentation and provided training utilizing international QRA websites for maximizing the efficiency.
- Developed an in-depth reporting system related to training compliance at the facility level for weekly and monthly review

EDUCATION

Bachelor - Interactive Media Design

Franklin University

2015

Columbus, OH

Associate - Technical Communications

Columbus State Community College

2010

Columbus, OH