

Ahmadah Afif

Summary of Expertise

Training and Organizational professional with an earned MS in Training and Organizational Development and a BA in Organizational Development. Substantial private and public sector experience. Specializing in designing, developing and delivering end-user focused training based on Adult Learning Theory, ADDIE/SAM, Instructional Systems Design principles and blended learning solutions. Developed work instructions, job aids, quick reference guides, process flows, exercises, and case studies for these modules based on client business process. Knowledge of Change Management and working with groups. Expertise in **Workday**, SAP Training, Infopak, uPerform, WPB, Captivate and Camtasia documentation.

Education

05/2008 St. Joseph's University Philadelphia, PA

Master of Science – Training and Organizational Development

05/2005 Rosemont College Rosemont, PA

Bachelor of Arts – Organizational Development

Representative Clients

- **08/22 – Present Cook Children's Health Systems – **Workday** Training Lead**
 - Manages a team of developers for HCM, FIN and SCM
 - Developed Training Strategy
 - Executed Training Plan
 - Developed Training Curriculum Plans
 - Developed and Validated Training Needs Analysis
 - Conducts meetings with Business Process Owners
 - Validated business processes for HCM, FIN and SCM
 - Developed SCM training documents
 - Developed Virtual/ In-person Training Strategy
 - Managed Virtual/In-person Training Sessions
 - Tracked document development and new requests
 - Managed Executive-level relationships
 - Attended Executive meetings
 - Developed e-Learning videos
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- **(09/21 – 8/22) Intermix Holdings – Workday Training and Optimization Lead**
 - Conducted Benefits Training
 - Conducted Manager Timekeeping Training
 - Liaison with Recruiting to implement and apply best practices
 - Liaison with Retail Stores to implement and apply best practices
 - Troubleshoots system related problems
 - Develops Post Go-Live documents
 - Tested Workday LMS
 - Assists with Stabilization and Optimization of the system
 - Provides ongoing Post Go-Live support
 - **(10/20 – 09/21) Federal Reserve Bank of San Fran – Workday Training Lead**
 - Developed Training Strategy
 - Executed Training Plan
 - Developed Training Curriculum Plans
 - Championed Workday with the end-user community
 - Developed eLearning videos
 - Managed Team of developers
 - Managed Executive-level relationships
 - Tracked document development and new requests
 - Validated Training Needs Analysis
 - Developed Recruiting, HCM and Timekeeping and Absence Management Training materials
 - Conducted meetings with Business Process Owners
 - Validated business processes for HCM, Recruiting and Time and Absence
 - Developed Virtual Training Strategy
 - Conducted Virtual Training Sessions
 - Managed Post Go-Live documentation
 - Provided Post Go-Live Support to Recruiting
 - **(07/20 – 10/20) Broad Institute of MIT and Harvard – Workday Training Consultant**
 - Developed Workday Optimization plan for end-user effectiveness
 - Led end-user optimization sessions
 - Tracked document development and new requests
 - Developed Training materials
 - Conducted meetings with Business Process Owners
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- Drafted Training Communications
 - Assisted in development of new **Workday** website
 - **(02/19 – 05/20) State of Maine – **Workday** Training Lead**
 - Developed Training Strategy
 - Executed Training Plan
 - Developed Training Curriculum Plans
 - Developed eLearning videos
 - Managed Team of developers
 - Developed Change Network documents
 - Conducted Change Network information sessions
 - Managed Executive-level relationships
 - Tracked document development and new requests
 - Validated Training Needs Analysis
 - Developed Recruiting, HCM and Timekeeping and Absence Management Training materials
 - Conducted meetings with Business Process Owners
 - Validated business processes for HCM, Recruiting and Time and Absence
 - Developed Train-the-Trainer materials
 - Conducted Train-the trainer sessions
 - Managed Post Go-Live documentation
 - **(09/16 – 01/19) University of Texas at Austin – **Workday** Training Consultant**
 - Managed Post Go-Live documentation
 - Tracked document development and new requests
 - Lead HCM Staff Training sessions
 - Assisted with Student Training sessions
 - Conducted End-User Readiness information sessions
 - Championed **Workday** with the end-user community
 - Lead Timekeeping and Absence Management workstreams
 - Validated Training Needs Analysis
 - Developed Training Curriculum Plans
 - Develops Timekeeping and Absence Management Training materials
 - Developed Student Training Materials
 - Developed eLearning videos
 - Conducted meeting with Business Process Owners
 - Validated business processes for HCM
 - Developed Human Resources Pilot Training materials
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- Updated training documents on SharePoint
 - Updated Training Materials Tracker
 - Supported Functional Team training overview sessions
 - **(01/16 – 09/16) State of Maryland – Workday Training Consultant**
 - Validated business processes for Timekeeping and Absence Management
 - Developed Human Resources Training Train-the-Trainer materials
 - Conducted Human Resources Training Train-the-Trainer
 - Lead Statewide Workshops for Timekeeping
 - Conducted Change Champion information sessions
 - Conducted Training for Timekeeping, HR and Payroll
 - Updated training documents on Central Desktop
 - Updated Training Materials Tracker
 - Updated attendee status on Cornerstone
 - **(08/15 – 11/15) Amerisource Bergen – SAP Training Consultant**
 - Validated business processes for Order to Cash and Materials Management and Transportation Management
 - Conducted meeting with the functional teams to validate business processes
 - Designed and developed course materials
 - Provided Training Delivery Support
 - **(06/15 – 8/15) State of Maryland – Workday Training Consultant**
 - Validated business processes for Benefits and Time Keeping
 - Designed and developed Benefits course materials
 - Developed Benefits Training Train-the-Trainer
 - Updated training documents on Central Desktop
 - Attended weekly status meeting
 - **(12/13 – 8/14) Prince George's County MD – SRM Training Lead**
 - Partnered with Organizational Change Management (OCM)Lead to identify user roles
 - Led county SME meetings to validate business processes
 - Conducted meeting with the functional teams to validate business processes
 - Updated Business Process Master List (BMPL) with new transactions
 - Designed and developed SRM(MM) and Inventory Management (MRP/IM/WM) course materials
 - Developed Training Standards Guide
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- Designed Training Templates
 - Created training exercise data
 - Scheduled Train-the-trainer sessions
 - Led WPB Train-the-Trainer sessions
 - Provided support to County SMEs for WPB recordings
 - Facilitated SAP Overview and Train-The-Trainer sessions
 - Conducted On-site Support for Super-User community
 - Supported County SMEs during Go-Live training
 - Provided Post-go live support
 - Managed project documentation on county SharePoint
 - **(03/13 – 10/13) United Airlines – Master Trainer**
 - Master Trainer for United Airlines implementation of Skychain (Mercador) Cargo software. One of 37 trainers in the US to become Certified Master Trainers.
 - Acted as a subject-matter expert of Skychain software
 - Created end user quick reference guides
 - Provided On Site Support (OSS) to the Cargo facilities
 - Provided Post Go-Live Support to the United Airlines Help Desk
 - Assigned to special Post Go- Live projects for data clean-up
 - **(07/11- 12/12) Navy ERP Program – uPerform Training Liaison**
 - Developed the uPerform implementation Change Management communications plan for the Navy ERP program
 - Served as the uPerform Training Liaison for the Functional, Quality Assurance and Information Security Assurance Teams
 - Acted as the uPerform Glossary Administrator
 - Assigned/Deleted user access in uPerform
 - Edited user documents based on Project Standards
 - Utilized SharePoint to update/post project documentation
 - Scheduled Training sessions
 - Developed Training Standards Guide
 - Designed Training Templates
 - Facilitated uPerform Training sessions
 - Provided on-going technical support to new uPerform users
 - Assisted in the design, development and implementation of uPerform processes and procedures
 - **(03/11- 07/11) Interpublic Group (IPG) – MM Training Lead**
 - Led MM training and development team for the Vantage SAP integration
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- Conducted SME meetings to validate business processes
 - Assisted in the review and updating of Infopak documentation which included work instructions
 - Designed and developed end user training content
 - Created training data for classes
 - Served as Facilitator for the SD , P2P(MM) and Reporting modules
 - Provided On-Site Support (OSS) for Vantage go-live
 - Provided Pre and Post Go- Live support for end user community
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- **(01/11- 03/11) VA eCMS Project – Instructional Design Lead**
 - Designed and developed concept slides for the VA eCMS Procurement system
 - Assisted in the review and updating of existing documentation which included new system functionality
 - Conducted SME meetings to validate business processes
 - Acted as Training Liaison for field trainers
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- **(04/10- 11/10) Department of Interior (DOI) – Procurement Development Lead**
 - Procurement development lead for the FBMS SAP integration
 - Served as developer and Facilitator for the BW and and P2P(MM) modules
 - Utilized automated authoring and training tools, RWD Info Pak Publisher, Info Pak Simulator, Captivate4 and SnagIt to develop training courses
 - Conducted SME meetings using WebEx and validated business processes
 - Created and presented briefings to client, project team, and senior management
 - Provided Pre and Post Go- Live support for end user community
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- **(06/09- 02/10) United States Department of Agriculture (USDA) –Trainer**
 - Change Management Training Team member for the FMMI SAP integration
 - Served as Facilitator for the BI, FI, FM, MM and P2P modules
 - Utilized expertise in adult learning theory to facilitate participants learning experience which included both task and process exercises
 - Assisted in the review of uPerform documentation which included work instructions and simulations
 - Provided end-user support/ Post Go- Live support
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- **(09/08- 01/09) BMW North America – Procurement Training Technical Lead**
 - Technical lead for MM
 - Developed concept materials, course outline, work instructions and quick reference guides for the global implementation of the SAP-IFT Joint Reporting Project
 - Served as training liaison for the Procure to Pay process (MM, PS, and FICO)
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- Co-facilitator for both the Budget and Planning and Procurement to Pay training workshops
 - **(06/08- 08/08) Army LMP – Instructional Designer/Training Developer**
 - Collaborated with the training team to design an eLearning course for the Army's SAP implementation using uPerform
 - Assisted with the technical review of the project
 - Designed the end-user knowledge checks based on Kirkpatrick's model
 - **(04/08- 06/08) Purdue Pharma – Instructional Designer/Training Developer**
 - Team member for a SAP HCM and Learning Solution (LSO) implementation for Purdue Pharma SOP "eSignature" for Qualification tracking using Online Tests related to FDA manufacturing requirements
 - Developed an online test based on strict FDA guidelines
 - Assumed key roles in implementing document standards and the deployment of LSO systems technology. Core SAP includes: 4.7 Enterprise (SAP), EP6 (SAP Enterprise Portal), and LSO200.
 - **(02/08- 03/08) Sealed Air –Training Lead**
 - Training lead for LMS implementation
 - Designed and instructed Train-the-Trainer session for a SAP HCM and Learning Solution (LSO) implementation
 - Developed course curriculum based on in-depth work session with business process owners and SMEs
 - Conducted workshops which included real life scenarios and processes based on Adult learning Theories
 - **(12/07- 02/08) St. Jude Medical – Training Development/Technical Lead**
 - Technical Lead for QM and MM
 - Developed concept material, course outlines, work instructions, and coaching guides for the Quality and Materials Management teams
 - Acted as training liaison for the FI team assisting them with mapping the reimbursement process for defective equipment
 - Collaborated with the SMEs in each business area to define new processes and procedures
 - **(09/07- 12/07) Jones Apparel Group – Training Development/Technical Lead**
 - Lead developer for SAP Navigation and MM
 - Developed SAP Navigation, Materials Management and SAP reporting courses
 - Utilized the adult learning models to develop course curriculum, work instructions, coaching guides, and job aids.
 - **(02/07- 09/07) Cephalon – Training Development/Technical Lead**
 - Technical Lead for the Plan-to-Produce and Procure-to-Pay modules
 - Developed course curriculum and concept slides based on client configurations and business processes
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- Designed and developed work instructions, job aids, and quick reference guides using the principles of adult learning theories
 - **(08/06- 02/07) Bemis – Training Developer**
 - Training Developer for the Plan-to-Produce and Project Systems work streams.
 - Designed the course curriculum for Plant Maintenance and Quality based on client standards and business processes
 - Developed work instructions, job aids, and quick reference guides using the principles of adult learning theories.
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Experience

7/2006 – 8/2008

RWD Technologies

Baltimore, MD

Training Consultant

- Lead a training team of developers
 - Designed training curriculum for clients implementing Enterprise Resource Planning system SAP
 - Conducted client feedback sessions
 - Developed client deliverables using Infopak and other media types on a daily basis to create work instructions, exercises, simulations, and quick reference materials using Adult Learning theories within the contract and customer go-live dates
 - Performed Technical review
 - Delivered end-user training and Train the Trainer sessions
 - Liaison for the training team
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Ahmadah Afif

- Saint Charles, MD, US

Contact Information

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- 2672079180

Work History

Total Work Experience: 12 years

- **Workday** Consultant University Of Texas At Austin
Sep 01, 2016
- **United Airlines**
Jan 01, 2013
- **Master Trainer United Airlines**
Jan 01, 2011
- **Interpublic Group**
Jan 01, 2011

Education

- **Masters** | St. Joseph's Univesity

Skills

- **blended learning** - 10 years
- **camtasia** - 1 years
- **workday** - 7 years

- **workday** training - 7 years
- **uperform** - 12 years
- **instructional design** - 11 years
- **adobe captivate** - 10 years
- **microsoft excel** - 10 years
- **microsoft powerpoint** - 10 years
- **content management** - 14 years
- **change management** - 13 years
- **training** - 18 years
- **documentation** - 15 years
- **erp** - 15 years
- **technical support** - 16 years
- **oss** - 8 years
- **quality control** - 8 years
- **information security** - 6 years
- **process engineering** - 1 years
- **end-user training** - 16 years
- **infopak** - 13 years
- **procurement** - 8 years
- **reporting** - 5 years
- **leadership** - 4 years
- **business process** - 2 years
- **facilitation** - 2 years
- **p2p** - 2 years
- **sap mm** - 2 years
- **sap pi** - 2 years
- **training and development** - 2 years
- **sap sd** - 1 years
- **business intelligence** - 4 years
- **simulation** - 3 years
- **sap** - 14 years
- **adult education** - 14 years
- **curriculum** - 14 years
- **consulting** - 12 years
- **media** - 2 years
- **logistics** - 10 years
- **medicaid** - 4 years
- **medicare** - 4 years
- **payments** - 4 years
- **receiving** - 4 years

Work Preferences

- Likely to Switch: True

- Willing to Relocate: True
- Travel Preference: 0%
- Preferred Location:
 - Philadelphia, PA, US
- Work Authorization:
 - US
- Work Documents:
 - US Citizen
- Desired Hourly Rate: 125+ (USD)
- Desired Salary: 1+ (USD)
- Security Clearance: False
- Third Party: True
- Employment Type:
 - Contract - Corp-to-Corp
 - Contract - Independent
 - Contract - W2

Profile Sources

- Dice:
<https://www.dice.com/employer/talent/profile/879fecb29867e64c214e8993d854366c>