

LYNN CONNOLLY

As an established program coordinator and new graphic designer, I have a wide range of skills that would benefit most programs. I am a strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. I am able to juggle multiple priorities and meet tight deadlines without compromising quality.

WORK EXPERIENCE

Program Coordinator

12/2012 - Present

MaineHealth Education & Training

A consumer health library with a focus on patient education

Responsibilities include:

- **Class registration system management.**
 - ▶ Negotiated contract with digital strategy and CourseStorm for the first system-wide class registration system. This creates a new level of data collection, saves employees time, and improves the patient experience.
 - ▶ Lead and managed the system-wide implementation for 46 sites.
 - ▶ Trained over 100 employees in person, created 15 online training videos, and created a user guide.
 - ▶ Serve as front line technical support for all MaineHealth users.
 - ▶ Analyze and synthesize multiple data sets to track and evaluate the educational offerings. Built a complex report to show how the offerings align with strategic plans and the health index priorities.
- **Library management.**
 - ▶ Negotiated the purchase and implementation of OverDrive, an online eBook and audiobook services that had 115 checkouts in the first 6 months.
 - ▶ Managed and facilitated the dismantling of 3 Learning Resource Centers and 1 member library, including the redistribution and system transfer of over 2,200 books and DVDs.
 - ▶ Trained 6 people on the use of CyberTools, our cataloging and circulation system.
 - ▶ In collaboration with the Maine Children's Cancer Program, developed and implemented a mobile library for use in the clinics by patients and parents.
 - ▶ Planning and implementing the addition of 4 libraries throughout the system, expanding access for patients.
 - ▶ Organize and execute the annual review of library materials to ensure they are up-to-date.
 - ▶ Identify, order, and catalog all new materials.
 - ▶ Coordinate shelf checks of each library to minimize loss and ensure adequate topic coverage.
- **Class management.**
 - ▶ Manage logistics of all Learning Resource Center classes and workshops.
 - ▶ Reorganized structure of class offerings in order to reach more patrons while easing the amount of work performed by staff.
 - ▶ Responsible for coordinating and collating all class information to ensure accurate inclusion in class marketing materials.
- **Graphic design.**
 - ▶ Primary designer for all marketing materials including catalogs, postcards, digital displays, flyers and posters.
 - ▶ Saved the department thousands of dollars by eliminating the need for outside designers.
- **Other.**
 - ▶ Oversee contracts and negotiations with multiple vendors.
 - ▶ Supervised 3 volunteers and 1 per diem administrative employee.
 - ▶ Train new administrative employees.
 - ▶ Earned Lean Six Sigma green belt and lead Operational Excellence initiatives for the department.
 - ▶ In collaboration with IT, created a new, streamlined database to ensure all patron requests for information are stored in a HIPAA compliant manner. This saved the department approximately \$1,200 each year.
 - ▶ Assist patrons with finding materials, registering for classes, and other questions.
 - ▶ Led multiple Professional Development sessions for the Education & Training team regarding various technology programs.

WORK EXPERIENCE

Administrative Coordinator II

09/2007-12/2012

MaineHealth Works on Wellness Program

An employee wellness program for over 15,000 employees

Responsibilities included:

- **Wellness program administration.**
 - ▶ Integral in the creation and administration of 3 system-wide wellness incentive programs.
 - ◆ WOW Rewards: Worked with WebMD to develop and test the online program. Identified multiple anomalies and errors before they impacted employees.
 - ◆ WOW Rebates: Managed the processing and approval of all submissions.
 - ◆ Future Moms: Developed and implemented a rewards system to increase participation in the program. Participation increased over 300% within 3 years.
 - ▶ Analyzed data and assembled reports for each program.
- **Email and telephonic customer service.**
 - ▶ Assisted angry and/or confused employees and trained them on how to navigate the online program.
 - ▶ Researched errors in employee data and payouts to ensure they received the proper rewards.
- **Other.**
 - ▶ Provided editing and creative feedback on all marketing materials.
 - ▶ Created and distributed a monthly electronic newsletter.
 - ▶ Facilitated art direction, content, and distribution of a yearly calendar.
 - ▶ Maintained and updated program website.
 - ▶ Day-to-day administrative duties such as scheduling meetings, purchasing, and processing invoices.

Administrative Assistant II

09/2004-04/2008

MaineHealth Legal Affairs, Government Relations,

Physician Leadership Development Program and Healthy Weight Program

Multiple departments and initiatives for the MaineHealth system

Responsibilities included:

- Email and telephonic customer service.
- Processed all incoming documents such as lawsuits, subpoenas and serious case reports.
- Typed and proofread all outgoing correspondence for two lawyers.
- Maintained databases of all cases including case status, summaries and strategies.
- Assisted in the planning of the American Health Lawyers Association annual national conference.
- Coordinated meetings and conferences with a variety of government officials.
- Coordinated multiple large conferences and educational sessions.

Education & Professional Skills

University of Maine at Machias

1995-1998

Associate's degree in Office Management

Southern New Hampshire University

2015-Present

Bachelor's degree in Graphic Design with a concentration in Web Design expected in September, 2020.

Professional Skills

- **Content Editing:** Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Outlook)
- **Graphic Design:** Adobe Creative Cloud (InDesign, Photoshop, Illustrator), HTML/CSS
- **Social Media:** Facebook, Twitter, Instagram, Pinterest
- **Soft Skills:** Communication, Creativity, Technology, Problem Solving, Planning & Organization, Research, Innovation