

LEANN SUCHY

PROFESSIONAL PROFILE

Detail-oriented, efficient, and energetic professional with a progressive record of success in system administration and support, staff development, and documentation. Strong analytical skills and problem-solving, with the ability to make well-researched and evaluated decisions. Excellent presentation skills and written and verbal communication. Curious lifelong learner who excels at customer service and relationship building.

PROFESSIONAL EXPERIENCE

HealthPartners, Bloomington, MN

September 2019 – May 2020

UM Business Analyst

- Served as subject matter expert for Utilization Management applications and worked with agile team to create stories and test enhancements and fixes of applications
- Consulted with team leads and planned, organized, and developed necessary application training materials
- Created SharePoint sites for team policies and procedures by configuring metadata, libraries, lists, views, search functionality, user permissions, and analytics, and adding CSS for page design
- Developed SharePoint training guides and trained team leads on updating and maintaining their SharePoint sites
- Provided system support for Windows OS, Microsoft Office suite, and medical management administrative systems in a HIPAA-compliant environment
- Worked with leadership and developed business continuity plans, hardware and staff database, and ad hoc reports

St. Catherine University, St. Paul, MN

January 2019 – August 2019

Discovery & Online Services Librarian

- Managed, updated, and implemented policies for 100+ databases, websites, and content management system
- Designed training materials for back end and front end users of library systems, delivered hands-on training for new users, and provided system support and troubleshooting consultations
- Utilized analytics to evaluate collections within budgetary constraints and construct semester reports
- Partnered with IT department and outside vendors for upgrades and system configurations

St. Catherine University, St. Paul, MN

April 2014 – January 2019

Educational Technology & Reference Librarian

- Designed, developed, and taught in-person and online instruction to students, training them on researching in their disciplines, effectively searching online, evaluating resources, and using certain technologies
- Built strong relationships with faculty to double the amount of library instruction given to students in many disciplines, and more than triple the amount in the business department
- Managed library websites, content management system, and social media, and used analytics to inform updates
- Managed the research help desk and answered in-depth research and technology questions, and implemented analytics software to track transactions and make data-driven decisions about desk hours and staffing
- Supervised and trained graduate research assistants, emphasizing excellent customer service to a diverse population

St. Catherine University, St. Paul, MN

January 2013 – August 2018

Adjunct Professor, Library & Information Science

- Developed, taught, and assessed curriculum against program standards for two courses
- Delivered face-to-face instruction, optimized learning management system, created real-world exercises that facilitated the learning environment, and evaluated students using a variety of assessments

Walden University, Minneapolis, MN

April 2010 – April 2014

Associate Librarian (part-time)

- Trained online global student base via email and VoIP on using library databases, researching online, and utilizing different technologies
- Created learning objects and training videos in content management system for a variety of disciplines
- Managed social media channels to communicate initiatives and promote library services

Metronet, St. Paul, MN

August 2009 – April 2014

MILI Program Manager

- Developed, designed, implemented, and evaluated the Metronet Information Literacy Initiative (MILI) program
- Trained MILI teachers from various school districts on integrating research, eLearning technologies, and mobile devices in the classroom, and worked with districts to make sure training met outcomes
- Facilitated discussions and provided coaching for MILI teachers in online community platform
- Created the 23 Mobile Things asynchronous online training program for library staff and worked with other multitype library systems throughout Minnesota to implement the program statewide

College of St. Benedict, St. Joseph, MN

August 2006 – August 2009

Reference & Information Literacy Librarian

- Designed and taught library instructional classes to students from a variety of disciplines
- Answered research and technology questions via chat, email, and in-person consultations
- Marketed library services through social media outreach, library marketing campaigns, and programming

KEY COMPETENCIES

Technical Skills

- MS Office (Word, Excel, PowerPoint, Access, Visio)
- Screencasting tools (Captivate, Camtasia, Snagit, TechSmith Capture, Screencast-O-Matic)
- Website design (HTML, CSS, Drupal, MODX, WordPress)
- Windows & Apple OS
- SharePoint
- Macro Express
- Crystal Reports
- Content and learning management systems
- System administration
- Agile methodologies

Training & Development

- Curriculum development and instructional design
- In-person and online instruction
- Synchronous and asynchronous training and facilitation

EDUCATION

Master of Science Degree – Library & Information Science

University of Illinois Urbana-Champaign, Champaign, IL

Bachelor of Arts Degree – English, with an emphasis in writing

Minnesota State University Moorhead, Moorhead, MN