

Elizabeth G. Borquez

Senior Instructional Designer | Senior Curriculum Designer | eLearning Developer
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PROFESSIONAL SUMMARY

Learning and instructional design professional with 25+ years of experience helping organizations improve performance through thoughtful, learner-centered training. Throughout my career in healthcare operations, training, and curriculum design, I have partnered with stakeholders to identify learning needs, design engaging virtual and digital learning experiences, and develop scalable curriculum for diverse audiences. Known for transforming complex business processes into clear, practical learning solutions that enable employees to perform with confidence while supporting organizational goals.

CORE SKILLS

- Instructional Design and Curriculum Strategy
- ADDIE and Learning Experience Design (LXD)
- eLearning Development and Interactive Simulations
- Scenario-Based Learning and Assessment Design
- Onboarding Program Design
- Stakeholder Management and SME Collaboration
- LMS Administration and Learning Analytics
- Content Governance and Version Control
- Virtual Training and Train-the-Trainer Support
- Project Management and Cross-Functional Delivery
- SharePoint Knowledge Hubs and Resource Management
- AI-Enabled Storyboarding and Rapid Prototyping

TECHNOLOGY

- **Authoring and Media:** Articulate Storyline, Articulate Rise, Camtasia, Powtoon, Canva, WellSaid Labs
- **LMS and Learning Systems:** Workday Learning, Cornerstone LMS
- **Collaboration and Productivity:** Microsoft 365, Teams, SharePoint, Forms, Power Automate, Zoom, Smartsheet, Miro
- **AI-Enabled Design:** Microsoft Copilot, Rise AI Assistant, Canva Magic Write

PROFESSIONAL EXPERIENCE

Curriculum Designer

Centene Corporation | Jul 2024 to Present

- Designed enterprise learning solutions that improved onboarding consistency and employee readiness across provider-facing and non-provider facing teams, technical operations and quality teams.
- Partnered with leaders, SMEs, and senior designers to define learning needs, prioritize content, and align training solutions to business goals.
- Developed interactive eLearning, simulations, knowledge checks, and learner resources in Articulate Storyline and Rise for deployment through Workday Learning, reducing reliance on instructor-led trainings while improving learner engagement and knowledge retention.
- Managed a SharePoint-based training hub supporting thousands of users, improving access to role-based resources and reducing time spent searching for content.
- Conducted content audits, peer reviews, and version-control updates to maintain accuracy, compliance alignment, and audit readiness.
- Applied generative AI tools, including Microsoft Copilot, Rise AI Assistant, Canva Magic Write, and WellSaid Labs, to accelerate scripting, storyboarding, branching scenarios, and voiceover workflows, reducing development time by up to 30%.

- Supported learning initiatives across multiple business units and nationwide teams.
- Mentored designers and trainers through templates, design reviews, coaching, and standardization practices to improve quality and consistency.

Selected Projects

- **PE Onboarding Learning Guide and Quizzes:** Developed a Workday-based onboarding program for Provider Engagement staff, streamlining learning workflows and improving the new hire experience.
- **PXLD Course Catalog:** Created and maintained a centralized SharePoint course catalog for virtual instructor-led training, self-paced eLearning, learning guides, and professional development resources.
- **Enterprise Training Video (How We All Succeed):** Led creation and rollout of an enterprise training video viewed across Centene, strengthening employee engagement and reinforcing organization-wide performance goals.

Trainer II

Centene Corporation | Jul 2022 to Jul 2024

- Designed and delivered blended learning programs for Provider Engagement and Quality operations, improving onboarding consistency and team readiness.
- Created job aids, process documentation, learner guides, and instructional materials to support scalable training delivery across departments.
- Facilitated live and virtual training sessions for audiences across multiple lines of business and regions.
- Partnered with leaders to identify learning gaps, improve curriculum, and implement updated training methods.
- Coached new trainers on adult learning principles, facilitation standards, and instructional design best practices.

Senior Claims Trainer

Centene Corporation | Apr 2018 to Jul 2022

- Led design and delivery of claims operations training programs, integrating complex workflows, regulatory updates, and process improvements.
- Developed instructor guides, learner resources, and training materials to support system launches and new initiatives.
- Partnered with SMEs and leadership to identify training needs and build effective solutions that improved accuracy and productivity.
- Designed assessments and analyzed performance data to continuously improve training effectiveness.

Coder

Tucson Medical Center | Apr 2016 to Apr 2018

- Conducted physician education and coding audits to support CMS and AMA compliance for PCP and Specialist providers.
- Improved documentation accuracy and reinforced organizational quality standards.

Claims Trainer and Supervisor

Banner Health Network | Aug 2008 to Apr 2016

- Managed training and daily supervision of claims teams, facilitating process and system improvement sessions.
- Partnered with IT and operations to align training resources to system updates and evolving business needs.

CERTIFICATIONS AND CONTINUING EDUCATION

- Certified Professional Coder (CPC), AAPC, 2014 to Present
- Certified Outpatient Coder (COC), AAPC, 2014 to Present
- LS Coding, Tucson, AZ, Completed 2014
- ADT Core 4 Conference, Attended September 2024
- Microsoft UX Design Professional Certificate, Completed August 2026
- WCAG Compliance: Web Accessibility Best Practices, In Progress