

Porscha Alonzo

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Prosci Certified Change Management Analyst with 9+ years of experience supporting enterprise technology implementations through organizational change management, training, and communications. Experienced applying the Prosci ADKAR framework to develop executive presentations, stakeholder communications, training, and adoption materials that help employees successfully navigate change. Skilled at translating complex technical concepts into clear, engaging content and delivering high-quality change management deliverables in fast-paced transformation environments.

Experience

Change Management Analyst, City of Tampa

Feb 2023-Present

- Apply the Prosci ADKAR framework to support enterprise technology implementations by developing Organizational Change Management (OCM) deliverables that drive stakeholder readiness and user adoption.
- Independently create executive presentations, stakeholder communications, training materials, job aids, SOPs, and adoption resources for large-scale digital transformation initiatives.
- Lead content development for the City's Computer-Aided Dispatch (CAD) modernization project, preparing more than 800 employees for a successful transition to a new public safety platform.
- Translate complex technical and process changes into clear, business-friendly messaging tailored to leadership, frontline employees, and cross-functional stakeholders.
- Partner with project teams and subject matter experts to assess change impacts, validate content, and deliver high-quality change materials with minimal direction.
- Develop knowledge management documentation, dashboards, and readiness resources while managing multiple concurrent deliverables in a fast-paced environment.

Credentialed Trainer, Johns Hopkins All Childrens Hospital

Aug 2020-Feb 2023

- Designed and delivered instructor-led training programs supporting enterprise healthcare applications and organizational workflows for clinical and non-clinical staff.
- Developed lesson plans, facilitator guides, policies, procedures, and learner documentation aligned with adult learning principles.
- Collaborated with instructional designers and subject matter experts to create, test, and maintain engaging training content for software implementations and system enhancements.
- Evaluated new application releases and curriculum updates to ensure instructional materials remained accurate, relevant, and aligned with organizational needs.
- Delivered classroom instruction while providing post-training support and continuous curriculum improvements based on learner feedback.

Instructional Design and Training Intern, Aussie Grill by Outback

May 2022-Sept 2022

- Led efforts and training initiatives during 2 restaurant openings as the team's only Trainer when the internship supervisor had to leave work due to medical reasons.
- Developed comprehensive training materials including presentations, user guides, and job aids, tailored to various learning styles and formats.
- Created Quick Reference Cards (QRCs) to provide employees with concise, easily accessible information for on-the-job support.
- Led training sessions for employees, delivering both in-person and virtual trainings on new systems and processes, ensuring clear understanding and engagement.
- Utilized Articulate and Camtasia to design and create interactive e-learning modules and training videos, enhancing the effectiveness of training materials.
- Assessed training outcomes by gathering participant feedback and analyzing results to refine and optimize future training initiatives.

Trainer/Patient Service Representative, USF Health

December 2016-August 2020

- Led training programs for new employees on Epic EMR program and daily workflows, focusing on ensuring seamless transitions during system updates and procedural changes.
- Supported organizational change initiatives by preparing teams for new healthcare protocols, ensuring smooth transitions by providing continuous training and post-launch support.
- Delivered training materials and presentations to diverse audiences, ensuring clear communication of complex healthcare policies and process changes.
- Led content development and regularly refreshed materials to ensure accuracy, relevance, and alignment with evolving organizational goals.
- Coordinates patient appointments, verifies information, processes payments, and provides front desk support to ensure a positive patient experience

Trainer and Team Leader, Universal Orlando Resort

May 2012-October 2016

- Supervised daily operations of assigned attractions, ensuring guest safety, operational efficiency, and adherence to park guidelines.
- Led and trained a team of ride operators and attendants, providing ongoing coaching to enhance guest service and operational performance.
- Handled guest inquiries and resolved escalated concerns, delivering exceptional customer service in high-pressure environments.
- Ensured compliance with safety protocols and procedures, maintaining a secure and enjoyable experience for all park visitors.

Education

The University of Alabama

2011-2015

- Bachelor of Science, Human Environmental Sciences, Major in Human Development with a Minor in Psychology

University of Tampa

2021-2022

- Masters of Science in Instructional Design and Technology
- GPA: 4.0, Graduated with Highest Honors

Skills

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| • Leadership | • Project Management |
| • Training | • Analytics |
| • Communications | • Time Management |
| • Adult Learning Theory | • Stakeholder Engagement |
| • Content Creation | • Adaptability |
| • Digital Transformation | • Process Improvement |

Certifications

- Prosci Certified Change Practitioner- *Prosci, July 2023*
- Six Sigma White Belt- *The Council for Six Sigma Certification (CSSC), February 2024*
- Cybersecurity Awareness Certificate for Florida State and Local Government Employees- *USF Office of Corporate Training, February 2024*
- Cybersecurity Technical Training for Florida State and Local Government Employees- *USF Office of Corporate Training, February 2024*
- Foundations of Project Management, *Google, May 2024*