

DARIN CHALLACOMBE

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SENIOR-LEVEL INSTRUCTION & EDUCATION PROFESSIONAL Technical Concept Training | Classroom Management | Instructional Design

Results driven professional with over 14 years of proven history in education, instructional design, technical writing, and customer relations management, and over 10 years in IT and internet security. Excellent project manager taking on complex projects with proven ability to multi-task and work efficiently in fast-paced environment while prioritizing responsibilities to meet deadlines.

- Curation of Policy & Procedure
- Teaching & Mentoring
- Strategic Planning & Analysis
- Documentation management
- Technical Writing
- Training & Development
- Data Analysis
- HIPAA Protocols
- Project Management

RELATED PROFESSIONAL EXPERIENCE

[DATAFILE TECHNOLOGIES](#), Kansas City, MO

May 2018 - Present

Senior Training & Curriculum Developer

Served as the primary Health Information Management (HIM) trainer and as the backup trainer for Release of Information (ROI) and New Employee Orientation (NEO). Managed the creating, delivery, and tracking of courses to groups of learners through the Litmos LMS. Curated content library to ensure ongoing applicability/effectiveness.

- Served as the Subject Matter Expert (SME) for the various Electronic Health Record (EHR) systems
- Developed training content for a variety of modalities, including instructor-led courses, computer-based training, virtually-led training, and blended learning.
- Conducted train-the-trainer sessions

[FORT HAYS STATE UNIVERSITY \(FHSU\)](#), Hays, KS

Aug 2005 - Present

Adjunct Instructor, Psychology

Designed, developed, and taught General (PSY100), Social (PSY340), and Forensic (PSY350) psychology courses using multimedia, flipped-classroom design, and results-based educational techniques. Cultivated multicultural and flexible course content using empirical pedagogical techniques and adult-learning theories.

- Authored [three textbooks chapters](#) currently published and in use for FHSU psychology courses.
- [Excellent course evaluations](#) for student engagement (4.4/5); feedback (4.0/5); grading time (4.6/5).
- Completion of Fort Hays State University's "[Advanced Concepts of Online Teaching](#)".

[WIRE2NETLLC](#), Kansas City, MO

Jan 2017 - June 2017

Senior Community Engagement Coordinator

Six-month contract position. In addition to developing relationships with key stakeholders, wrote Kansas City-specific community engagement strategy, documented best practices for outreach, and summarized countering violent extremism (CVE) research for a lay-person audience.

[KEYS FOR NETWORKING, INC.](#), Topeka, KS

Oct 2006 - Nov 2007

Technical Writer

Jan 2017 - April 2017

2017: Temporary contract position at nonprofit organization. Developed multi-media-intensive curriculum based on the P-A-R-E-N-T-S model for parents of children with significant behavioral problems. 2007: Wrote for and managed three grants, including Kansas-based foster children education program, [iGrad](#). Automated relational database processes in order to assign triage-focused risk factor scores for each iGrad client; delivered briefings to stakeholders on iGrad's successes.

[UNIVERSITY OF KANSAS MEDICAL CENTER \(KUMC\)](#), Kansas City, KS

Jan 2016 - Sep 2016

IT Services Administrator; Director, Customer Support

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Initially hired as IT Services Administrator for the Chief Information Security Officer (CISO). Promoted in June 2016 to Director of Customer Support department under the CISO. Left due to departmental realignment.

- Developed and edited annual information security compliance e-learning training course required for KUMC enterprise.
- Wrote internal knowledgebase articles, including developing compendium of frequently asked questions.
- Developed one-hour classroom and online-based training on email usage, security, and retention policies.
- Increased CS's quantitative customer satisfaction score data by 200%.
- Competently formed and implemented assessment measures for key performance indicators (KPIs) and service level agreements (SLAs) in line with the ITIL framework.
- Oversaw development and review of interdepartmental training on Skype for Business, Microsoft SCCM, and LanDesk alternatives.

[FEDERAL BUREAU OF INVESTIGATION \(FBI\)](#), Des Moines, IA

Nov 2007 – Dec 2015

Intelligence Analyst

Drafted, curated, and reviewed raw and finished intelligence products, including assessments, joint-bulletins, press releases, and legal documentation. Identified, initiated, and conducted analytic-based investigations on multiple national security and criminal entities. Managed FBI Omaha's public corruption and civil rights programs.

- Developed a four hour [Iowa Law Enforcement Academy corrections officer training](#) component and presented it to over 2,000 Iowa jailers annually from 2012-2014.
- Provided training to public officials on cyber security, [workplace violence](#), [anti-government movements](#), and [abnormal psychological behavior](#).
- Completed and evaluated e-learning courses on topics of cyber crime, national security, law, and crime.
- Developed and presented personal security travel awareness training to Iowa Governor and Lt. Governor, as well as designed e-learning component for other Iowa state employees.

Career Note

[SPRING VENTURE GROUP](#), Kansas City, MO

Oct 2017 – May 2018

IT Service Desk II. Developed and delivered IT-focused training for new employees.

[EXPERIS](#), Kansas City, MO

July 2017 – September 2017

Telecom Procurement Analyst, [HNTB](#). Updated and reformatted documentation on procurement procedures.

[NEX-TECH/RURAL TELEPHONE](#), Hays, KS

Aug 2004 – Jul 2006

Helpdesk Representative. Curated and developed internal troubleshooting documentation for other technicians.

[SYKES ENTERPRISES](#), Hays, KS

Jun 2003 – Aug 2004

Quality Assurance; Customer Relations

EDUCATION & CREDENTIALS

Doctorate of Philosophy in Psychology, Northcentral University, Scottsdale, AZ, 09/2018 (Expected)

Dissertation Topic: Personality differences of law enforcement officers based on stress and lengths of service

Masters of Science in Psychology, Fort Hays State University, Hays, KS, 2005

Master's Thesis: Embodied cognition: How body postures can increase attraction

Bachelors of Science in Psychology, Fort Hays State University, Hays, KS, 2002

Senior Project: Reduced caffeine consumption by rats postnatally exposed to lead

Board President, [Kansas City Center for Inclusion, Inc.](#), 2016-Present

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Member, [FHSU Institutional Review Board for Human Subjects Research](#), 2015-Present

Volunteer, [National World War I Museum and Memorial](#), 2016-Present