

CHRISTIE STEPHENSON SAAVEDRA

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 Portfolio: christiesaavedra.com — Interactive demos & case studies

Technology Change Management & Instructional Design professional with 20+ years building adoption systems, learning platforms, and intelligent operational tools. Experienced in stakeholder analysis, impact assessment, resistance management, and adoption measurement—core principles of ADKAR and Prosci methodologies. Currently designing and developing a health intelligence platform with integrated LMS using AI-augmented development (Claude Code, Claude Projects). Track record includes securing \$200K in state grant funding, achieving 90% process automation with 50% efficiency gains, and building real-time analytics dashboards. UCF graduate (Dec 2025), pursuing Master's in Instructional Design and Technology (January 2026).

CORE COMPETENCIES

CHANGE MANAGEMENT

Change Strategy,
Stakeholder Analysis,
Adoption Metrics,
Resistance Management

CONTENT & TRAINING

Quick-Start Guides,
Knowledge Base Articles,
Video / Microlearning,
Email Communications

TECHNICAL

Figma, JIRA / Confluence,
Articulate 360, Data
Visualization

AI & DEVELOPMENT

AI-Augmented
Development, Claude
Code / Claude Projects,
LMS Design &
Architecture, React / Full-
Stack Development

PROFESSIONAL EXPERIENCE

Founder & AI-Augmented Engineer

2025–Present

NourishIQ (Fortael)

- Designing and developing full-stack health intelligence SaaS platform using AI-augmented development (Claude Code, Claude Projects, Claude Desktop), orchestrating parallel AI agents to architect and build a multi-tier application — React/TypeScript front-end to Supabase backend, designed for enterprise-grade CI/CD and scale
- Building integrated Learning Management System from the ground up, applying instructional design methodology to tiered content delivery with competency-based progression and evidence-based curriculum architecture
- Engineered dynamic theming system, multi-member family architecture, behavior-first gamification layer, and data visualization dashboards—demonstrating full-stack product design from UX to deployment

UX Designer & Developer

2025

Healthcare Operations Dashboard | Consulting Project

- Designed and developed interactive React dashboard enabling real-time surgery room utilization tracking, replacing quarterly PDF reporting for multi-hospital health system
- Created hierarchical drill-down navigation (Region → Hospital → Unit → Room → Surgeon) with role-based access controls for 5 distinct user types
- Built configurable performance metrics system with dispute resolution workflow, demonstrating change management approach to sensitive accountability rollout

Computer Lab Manager

Nov 2021 – Jun 2022

Palmview K-8

- Managed technology operations for K-8 computer labs serving 500+ students and staff, overseeing Windows and Chromebook systems
- Designed knowledge base using Stack Overflow methodology, creating searchable documentation that reduced repeat support requests
- Collaborated with teaching staff to integrate technology into classroom instruction; managed device distribution via SDMC ticketing

Associate Product Owner

Aug 2019 – Dec 2019

Alianza

- Developed business requirements documents, user journey maps, and wireframes in Figma to design user-centric data platform solutions
- Performed backlog grooming and collaborated with engineers to implement process improvements enhancing platform usability
- Documented processes in Confluence ensuring clear communication and scalability across cross-functional teams

Training Manager & Manual QA

Sep 2014 – Jul 2015

Xactware

- **★ Secured \$200,000 UCAP grant** through successful presentation to Governor's education committee for workforce development program
- Developed and launched MTECH Web Development program with proprietary curriculum, partnering 10 industry developers as instructors
- Negotiated educational partnerships establishing sustainable pipeline with 240-hour student externships at Xactware

IT Consultant | Project Manager | Co-Founder

May 2008 – Dec 2012

Resolute Services

- **★ Reduced processing time by 50%** and automated 90% of critical business processes for Medicaid-based mental health agency
- Led comprehensive change initiative: built stakeholder awareness, addressed resistance, delivered hands-on training, reinforced adoption
- Conducted business process analysis and journey mapping to automate medical billing, payroll, and compliance reporting

Instructional Design Consultant | Co-Founder

May 2003 – Dec 2004

Arizona Esthetics Institute

- **★ Designed state-approved esthetics curriculum** and established school district partnerships serving at-risk youth
- Developed comprehensive instructional materials including lesson plans, assessments, and hands-on training protocols
- Managed student recruitment, facility build-out, budgeting, and vendor relationships to launch fully operational trade school

Additional Experience: IT Project Manager, Sky Vantage (2015-2016) — managed dev/QA teams, Git workflows, weekly deployments | Technical Support Analyst, Henry Schein (2016-2017) — billing software training, claims resolution | Licensed Insurance Agent, GoHealth (2018-2019) — trained team members, passed licensure exam in 20 minutes | Web Development Intern, Rivetal (2014) — wireframing, documentation, frontend/backend changes

EDUCATION

University of Central Florida — Master of Arts, Instructional Design and Technology (Starting Jan 2026)

University of Central Florida — Bachelor of Arts, Integrative General Studies (Dec 2025)

Georgia Institute of Technology — UX Design Intensive Certificate

Additional: WGU (IT Business Management), VSchool (Programming), Utah Valley University (Digital Marketing)

TECHNICAL SKILLS

AI Development: Claude Code, Claude Desktop, Claude Projects, Agentic AI Workflows, GitHub, Full-Stack Architecture

Content Development: Articulate 360, Figma, Canva, Microsoft Office Suite, HTML/CSS/JavaScript, React/TypeScript, Video/Screen Capture

Project & Documentation: JIRA, Confluence, Trello, Knowledge Base Design, Technical Writing

Platforms: Microsoft 365, Windows, Chromebook OS, LMS Design & Administration