

HARVEY RUSHER

LEARNING FACILITATOR

CERTIFICATIONS

Adobe Certified Professional
*Visual Design using Adobe
Photoshop*

Adobe Certified Professional
*Web Authoring using Adobe
Dreamweaver*

EXPERTISE

Graphic Design
Marketing
Web Design
User Interface Design
Microsoft Office
Troubleshooting
Strategic Planning
Leadership Coaching
Training/Facilitation
Project Management
Operational Systems
Customer Service

STUDENT TESTIMONIALS

"Mr. Harvey made learning the
Photoshop tools and how to code
in Dreamweaver easy"
-Adobe Certified Web Developer
Program Student

"I learned so much about
Photoshop & Web Design that I
wanted to keep learning more"
-Adobe Certified Web Developer
Program Student

ABOUT ME

With more than 30 cumulative years in the business environment, along with his expertise in graphic and web design, Mr. Rusher brings the best of both worlds to help his students understand the design concepts & techniques that are most useful to businesses and the impact they have on building a professional brand. He is driven by an innate desire to help others succeed in the industries they serve or wish to be a part of. Helping others has been Mr. Rusher's goal for decades, ultimately shaping the way he facilitates the learning experience, taking each of his student's needs into consideration to deliver more personalized instruction.

EXPERIENCE

Learning Facilitator, edOpp Solutions LLC

Delivers innovative, intensive, and interactive multi-day/weeklong learning programs and experiences in a defined area of expertise to meet the needs of an identified client or community partner. Utilizes a variety of teaching methods and materials that are appropriate for adult learners with diverse educational backgrounds, experiences, and learning styles. Continually improves the quality of instruction by researching and utilizing innovative methodologies, techniques, and delivery methods. Shares personal experiences and stories relevant to the subject matter to further support comprehension and real-world application. Researches literature and other materials to assure learning programs and experiences are developed to the most current evidence-based practices in the subject of the learning program. Evaluates adult learners to measure their progress in achieving training/course objectives and encourage student reflection on learning progress. Strengthens student relationships by teaching to the heart, mind, and spirit. Champions edOpp Solutions to client and community partners.

Business Manager, UnitedHealth Group

Manages priorities for a team of 20 Senior Advocates (Tier II) agents to ensure task completion and performance goals are met. Provides coaching to cultivate skills and developing action plans to ensure alignment with Operational goals for Quality, Adherence, Attendance, UES, and Callback Rate. Partners with Learning Solutions to identify learning needs, develops curriculum and facilitates training for the New Jersey PERS/Tunstall product implementation and Logisticare Web Portal. Provides HTML/JavaScript web application that serves as a central hub for Tier I and Tier II agents to quickly access Job Aids, SOPs, both desktop and web applications, and workflow tools now currently in use across 3 C&S sites. Uses a library of video tutorials for system navigation, CMS compliance and workflow processes geared to serve as support tools.

