



CONTACT

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EDUCATION & TRAINING

MASTER OF EDUCATION //
INSTRUCTIONAL DESIGN
Western Governors University
2019-2020

MASTER OF SCIENCE //
LIBRARY & INFORMATION SCIENCE
Wayne State University, Detroit, MI
2012-2014

BACHELOR OF ARTS //
HISTORY
University of South Florida, Tampa, FL
2003-2011

CONSUMER HEALTH INFORMATION
SPECIALIZATION II
Medical Library Association
2019-2024

ACADEMY OF HEALTH INFORMATION
PROFESSIONALS (AHIP-S)
Medical Library Association
2021-2024

EXPERTISE

Microsoft Office Suite

Learning Management Systems

Oral Presentations & Training

Consumer Health

Articulate e-learning software

Customer Service

Computer Programs & Technology

Academics and Instructional
Development

ANGELA SOLIS NOVAK

LIBRARIAN
& INSTRUCTIONAL
DESIGNER



PROFESSIONAL PROFILE

Librarian and freelance instructional designer with 11+ years of customer service and training experience. Skilled at communicating and the ability to maintain cultural sensitivity and establish rapport with members of diverse groups. Highly organized and independent with the ability to also promote team cohesiveness. Able to effectively coordinate tasks to accomplish projects in a timely fashion. High-energy, confident professional with an infectious enthusiasm for technology. Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

WORK EXPERIENCE

MEDICAL LIBRARIAN

Tampa General Hospital // Tampa, FL // April 2018 - Present

- Retrieves articles from various health sciences databases
- Provides evidence-based literature to support proposed initiatives and education
- Contributes to consumer health initiatives
- Presents lectures on literature searching and evidence-based medicine
- Assists staff, patients and visitors with computer issues
- Provides professional reference services to all levels of staff
- Collaborates with interdisciplinary committees
- Maintains professional expertise
- Participates in library marketing activities
- Consumer Health Specialization
- Operates interlibrary loan services through DOCLINE
- Participates in regional medical library networks
- Maintains and updates internal library site

INSTRUCTIONAL DESIGN INDEPENDENT CONTRACTOR

Various Clients // Virtual // September 2020 - Present

- Provides instructional design services
- Project Management of Instructional Design Project
- Analysis of existing training materials
- Development of Learning Objectives
- Development of Course Outlines
- Development of Course storyboards
- Development of Course materials and facilitator guides
- Complete construction of online courses using e-learning software
- Provides recommendations for conversion of in person courses to remote learning
- Conduct needs analysis when necessary



WORK EXPERIENCE CONTINUED

LIBRARIAN AND DISTANCE EDUCATION COORDINATOR

Medical Prep Institute of Tampa Bay // Tampa, FL // Oct. 2014 – April 2018

- Managed and maintained the library collection
- Cataloged library materials based on the Dewey Decimal and Library of Congress Classification systems
- Assisted students and staff with locating library materials
- Offered basic technical assistance and assisted in troubleshooting general computer problems
- Assisted in navigating the internet, located databases in order to help students and staff use library resources.
- Participated in collection development of the library collection
- Managed library policies and conducts library orientation
- Oversaw the development and delivery of eLearning resources for students and faculty
- Participated in school wide initiatives, development and meetings
- Supported the Learning Management System for students and staff throughout the campus

CUSTOMER SERVICE & BACK OFFICE SUPPORT

APAC Customer Services // Tampa, FL // Sept. 2003 – Dec. 2014

Customer Service & Back Office Support

- Answered calls and emails from a diverse customer group to satisfy tracking, tracing and shipping requests
- Worked in a group and independently to enter data for investigations and high priority and complex projects/reports
- Answered incoming messages from internal and external global customers
- Analyzed data to complete reports and provided feedback to the clients
- Used a computer-based database to examine issues and resolve customer concerns

Advisor/Coach

- Supported internal associates with escalated issues and concerns
- Coached agents to meet goals and learn new concepts
- Reviewed company guidelines and procedures with associates
- Documented behavioral and quality-based improvement logs

TRAINER

AMC Regency Theatre // Brandon, FL // Aug. 2001 – Sep. 2003

- Trained new and current employees on company guidelines and procedures
- Took concession orders and handled money from the public
- Acted as a lead staff members when needed and assigned duties to other employees
- Restocked inventory as needed
- Shifted other departments as needed

TRAINING & SPEAKING EVENTS

BASIC & ADVANCED LITERATURE SEARCHING SKILLS - CO-PRESENTER

Tampa General Hospital // 2018-2023

CONSUMER HEALTH RESOURCES - CO-PRESENTER

Tampa General Hospital & USF's OLLI Program // 2019-2020

COVID-19 RESOURCES (SURVEILLANCE TOOLS) - CO-PRESENTER

FHSLA & TBLC Education Series Collaboration // 2020

SAFETY MONTH (PET SAFETY) - CO-PRESENTER

FHSLA & TBLC Education Series Collaboration // 2020

HEART HEALTH RESOURCES (FOR ADULTS) - CO-PRESENTER

FHSLA & TBLC Education Series Collaboration // 2021

SKILLS SUMMARY

Outstanding Proficiency in
Microsoft Office Applications

Strong decision making and
problem-solving skills

Experience training and creating
video tutorials for adult learners

Instructional Design in training
settings

Exceptional written and verbal
communication skills

Deadline Oriented

Technology oriented and
knowledgeable about computer
programs and tech support

Flexible and able to quickly
adapt and learn new skills

Health Sciences library
specialization

Experience in needs analysis

Training material creation

Evidence-Based Practice and
Medical research

MEMBERSHIPS & APPOINTMENTS

Florida Health Sciences Library
Association (FHSLA) – President
(2024-2025), Vice President
(2023-2024) Secretary (2021-
2023), Strategic Planning
Committee, TBLC Collaboration
Committee

Southern Chapter (MLA)