

EDUCATION

Master of Science in Information Technology

Kennesaw State University, Marietta, GA

Master of Education in Instructional Technology

University of West Georgia, Carrollton, GA

Bachelor of Arts in History

University of West Georgia, Carrollton, GA

CERTIFICATIONS/ AWARDS

App Customization Specialist, SF Super badge 2022
Business Administration Specialist, SF Super badge 2022
Lightning Experience Reports & Dashboards Specialist, SF 2022
C-Day KSU Project Placement 2019
Become a Manager, LinkedIn Learning 2017
Brightspace Excellence Award in Accessibility 2017
OLC Instructional Designer Certification 2017
Professional Writing, UWG Continuing Ed. Certification 2016
Quality Matters: DYOC, Accessibility, ST2/3 2014
Microsoft Certified: Technology Specialist 2008

TECHNICAL & CODING SKILLS

Academic	System Admin	Programming
Adobe CC	Active Directory	CSS3
Blackboard	ITIL	HTML5
Camtasia	L.A.M.P	Java
Canvas	Oracle	JavaScript
Drupal	SQL Server	jQuery
Microsoft Office 360	Windows Server	PHP
WordPress		Python
		SQL

Brightspace LMS (*Adaptive Learning Platforms, In-course communication. Media hosting*)

PROFESSIONAL EXPERIENCE

University System of Georgia – Georgia

Director of eCampus Project Management (March 2023 – Current)

- Active, personal, hands-on project development as assigned. Monitor the progress of assigned projects. Lead Salesforce integration and other key initiatives as assigned by the senior leadership team.
- Ensure cross-functional issue resolution and escalations are enabled, ensuring projects are delivered successfully against objectives. Act as an escalation point to remove barriers that may impede a project's progression.
- Set priorities, making sure they are identified and communicated, with regular follow-up with stakeholders and the internal team.
- Effectively communicate with senior management and stakeholders about project status and risks.

- Plan and develop systems and procedures to improve the operating quality and efficiency of eCampus.
- Spearhead solution discussions with suppliers/vendors and closely collaborate with eCampus
- stakeholders and leadership to arrive with state-of-the-art solutions.
- Work with academic or business units in eCampus, the USG, and across disciplines to process and blend information from technical, business, and operational perspectives to provide consultations, recommendations, and presentations to stakeholders at multiple levels.
- Lead design, coding, testing, debugging, and documentation for the ecosystem.
- Provide coordination between disparate groups. Provide guidance to personnel involved in the research and implementation of new projects. Provide system support to personnel administering or developing ecosystem applications.
- Track emerging trends and assist with implementing and supporting current and new technologies.
- Responsible for the management of solutions for process improvement, or to satisfy identified needs, through research, specification of hardware or software, creation of scripts and methods, and the production of documentation.
- Systems Development Life Cycle process, including specification, documentation, quality assurance, and creation of test and implementation plans.

eCampus – Carrollton, GA

Adjunct Instructor, Computer Science (August 2020 - Current)

- Prepared course materials such as syllabi, homework assignments, and handouts
- Delivered lectures to undergraduate students on topics such as object-orientated programming and the basics of programming
- Evaluated and graded students' classwork, assignments, and papers
- Initiated, facilitated, and moderated classroom discussions

University System of Georgia – Georgia

eCampus Director, Instructional Design & Development (August 2016 – March 2023)

- Led and directed the ongoing development of an array of world-class online courses across multiple system institutions, collaborating with faculty, leadership teams, content developers, staff, students, and vendors to create innovative and transformative educational delivery in Georgia.
- Independently develop and apply standards, timelines, and expectations in a very high-stakes and high-production environment with a focus on research-based instructional principles and creativity.
- Built and developed a diverse and effective team; planned and delegated work effectively; communicated and monitored performance expectations; motivated and developed direct reports; and ensured compliance with policies and procedures.
- Reviewed course outcomes and data on a regular cycle to assess and identify creative solutions for course improvements leading to enhanced student learning and success.
- Maintained a comprehensive development plan and timelines for all projects and ensured efficient development of courses.
- Created evaluation plans and established metrics to quantify performance, assess student satisfaction, and inform prioritization.
- Partnered with related external vendors and oversaw their performance.

- Participated significantly in the cross-functional leadership team to identify strategic challenges and priorities and develop policies of guidelines for the department.
- Acted as the primary administrator for eCampus's LMS and actively participated in the administration community to help improve the online experience for students attending online courses throughout Georgia.

University of West Georgia – Carrollton, GA

Academic Instructional Support Specialist (August 2013 – August 2016)

- Served as Institutional Administrator liaison with the Board of Regents for UWG's state-wide LMS. Managed the administration of UWG|Online's LMS, which included: user management, LMS server design, third-party integrations, and maintaining institutional LMS settings that have a campus-wide impact. Included testing in collaboration with the BOR, users, and third-party vendors.
- Provided Level 3 user support, troubleshoot LMS issues and processes, reported back to the BOR and USG user community, and participated in server maintenance as needed. Investigated appropriate technology and advisor for UWG's Massive Online Open Course (MOOC) initiatives across campus.
- Designed, delivered, and managed media-rich online and face-to-face student orientations and development programs for preparing and supporting students enrolled in online courses at UWG.
- Implemented, served as administrator, and provided level 3 support on various distance learning software (outside of LMS), services, and initiatives with campus-wide impact. Provided feedback to Director on emerging technologies, assisted with purchasing and performed other duties as assigned.
- Managed and maintained the department's online WordPress Blog and other social media initiatives. Maintained UWG Online Student Services website using a Content Management System (CMS) by utilizing highly structured object-oriented coding techniques.

University of West Georgia – Carrollton, GA

Web Associate (February 2012 – August 2013)

- Designed, developed, and supported websites and website components to support academic and administrative organizations campus wide.
- Developed new websites and maintained existing sites for the campus, including graphic design, HTML, CSS, PHP, JavaScript, JQuery, Python, SQL, WordPress, and OpenText.
- Researched and implemented new technology that would alleviate the issues some departments were having with scheduling and data maintenance.
- Completed or mitigated the service tickets and requests amongst the web innovations group
- Trained multiple employees across many departments in various web technologies. These training sessions varied from large groups to one-on-one sessions.
- Created new classes for training and improved the current training material. Managed the schedule of the training classes per semester
- Provided advice and services to help improve the layout, look and feel usability, and SEO of several department and personal faculty websites.

Nistworks Internet Technology Group – Carrollton, GA

Developer / Manager (March 2007 – June 2010)

- Developed modern websites and web applications using some programming languages, mainly PHP, CSS, HTML, JavaScript, and JQuery.
- Coordinated the time of Nistworks employees and the budget of various projects, including web technologies (web hosting, website construction, video and live audio streaming), single server networking, wireless technology installation, client computer support, and video/audio technology installation.
- Reviewed and troubleshot all websites, web applications, and wireless technology installation before passing the product to the customer.
- Evaluated the products and services offered to customers and assisted in providing suggestions to improve the customer experience.
- Provided professional advice and training to all Nistworks customers with problems ranging from desktop support to best maintaining wireless connectivity.