

**Michael D. Post**  
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## **Education**

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Clayton State University  
2020-2024 | B.A. in History

Valdosta State University  
2018 Graduate | B.S. in Office Administration and Technology (*4.0 GPA*)

Darton State College  
2014 Graduate ~ Summa Cum Laude | A.A. in History (*3.95 GPA*)

Haralson County High School  
1989 Graduate | Vocational Diploma

## **Relative Professional Experience**

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Director for Print & Mail Services | April 2019 – Present

University of West Georgia

- Oversee the day-to-day operation of the Print Services and Mail Services departments, including production, scheduling, inventory, departmental procedures and protocols.
- Manage an annual budget of more than \$1 million, monitoring account balances and reconciliations and keeping the Division of Business & Finance appraised of financial considerations, regular reporting of revenue, and budget status and projections.
- Hire, lead, and develop Print and Mail Services employees.
- Acts as a consultant to the university, especially University Communications and Marketing.
- Drives sales and ensures highest level of quality and customer service and satisfaction.
- Ensures that Print and Mails Services are contributing to the University's Strategic Imperatives of competitiveness, relevance, and place-making.

UWG|Online Help Desk Manager | July 2013 – April 2019

University of West Georgia

- Oversee the day-to-day operation of the UWG|Online Help Desk/Call Center. This includes awareness and protection of faculty/staff and student information as well as usernames and passwords.
- Manage and maintain the Incident Management Software (Numara) for the Department including development of repeatable reports, creation and

modification of workflow within the application, development of custom automation solutions within the application.

- Manage help desk team consisting of Student, Graduate Assistants and full-time employees as needed. Responsible for interviewing, hiring, daily management, training, and disciplinary action for all help desk agents on a daily basis.
- Monitor all help desk team activity including telephone, email, web, chat, and face-to-face assistance for UWG|Online faculty, staff, and students.
- Provide Level 1 & 2 user-support, escalating as appropriate.
- Develop and implement training programs and materials for UWG|Online employees utilizing multimedia and web applications, designing and delivering information systems (web page forms, tutorials, and other business process improvements) to continually increase efficiency and the quality of our support services.
- Ensure required employee training is kept up-to-date and well documented.
- Perform maintenance for UWG|Online site as needed using Content Management System (CMS).
- Serve as Asset Manager for the department.
- Responsible for conducting the annual student Phone Survey, and other duties as assigned.
- Collaborate with departments across campus to ensure UWG training courses are facilitated and maintained through the system, including creation and enrollment of faculty, staff, and student accounts.
- Assisted with marketing and brand development.

#### Online Course Facilitator | April 2013 – Present

University of West Georgia Continuing Education Department

- Facilitates Intro to Social Media Marketing Certificate Program for fully online participants.

#### Online Student Success Advisor | July 2011 - July 2013

University of West Georgia

- Served as the primary eCore Advisor, providing support to online students through telephone, email, face-to-face assistance, orientations, and other means, as well as responding to requests from potential students, assisting them with the application process.
- Identified potential barriers to online student enrollment, success and academic persistence and as a part of the eCore Student Success Team, provide solutions, resources and guidance to online students experiencing challenges.
- Performed at-risk retention activities to include preemptive and reactionary contact with students to ensure their success in online classes.
- Collaborated with other campus departments to ensure that students enrolled in online or off-campus programs receive the highest level of student services.

- Promoted eCore and other online program initiatives on-campus, online, and through social media outlets.
- Assisted with marketing and brand development.

#### Prepress Manager/Desktop Production | July 2009 – July 2011

Offset Atlanta | Atlanta, Georgia

- Served as a working manager preparing customer-supplied artwork for offset and digital printing.
- Other duties include scheduling, project management, quality control, color management, policy & procedure development, data management, employee review & discipline, supply management and client support.

#### Prepress Manager/Desktop Production | October 2000 – July 2009 (*closed*)

Thomasson Printing Company | Carrollton, Georgia

- Served as a working manager preparing customer-supplied artwork for offset and digital printing.
- Other duties include scheduling, project management, quality control, color management, policy & procedure development, data management, employee review & discipline, supply management and client support.

### **Relevant Skills**

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Professional office management and customer satisfaction experience

Department management

Skilled in numerous software applications including:

Desire2Learn, Footprints, Banner, GradesFirst, DegreeWorks, OpenText, Google Docs, Google Drive, Google Sites, Klipfolio, Dreamweaver, Oracle PeopleSoft Financials, QuickBooks, WordPress, Adobe Creative Suite, and Microsoft Office Suite on MAC and PC platforms.

Small-scale financial and asset management

Skilled in most relevant social media outlets related to communication and digital marketing.

### **Awards & Affiliations**

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Valdosta State University Dean's List 2015-2018

Darton State College Honors Student 2010-2014

Merit List for Academic Achievement 2010-2014

Member Phi Theta Kappa Honor Society 2011-2014

Member Sigma Kappa Delta English Honor Society 2012-2014

### **Publications and Presentations**

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Post, M., 2001. *A Confederate Finally at Rest*, Confederate Veteran Magazine 2001. (*Article*)

Post, M., 2013. *It's Hard to Smile When Your Teeth Hurt*, New Clay, Darton State College Literary and Art Magazine 2013. (*Artwork*)

Post, M., 2013. *Finding Myself in a Cemetery*, UWG Perspective Online 2013. *(Article)*  
Post, M., 2014. *Babysteps*, UWG Perspective Online 2014. *(Article)*  
Post, M., 2015. *Icebox Memories*, UWG Perspective Online 2015. *(Article)*