

EDUCATION

Master of Science in Information Technology

Kennesaw State University, Marietta, GA

Master of Education with a Major in Media (Instructional Technology)

University of West Georgia, Carrollton, GA

Bachelor of Art in History

University of West Georgia, Carrollton, GA

CERTIFICATIONS/ AWARDS

Brightspace Excellence Award in Accessibility 2017

OLC Instructional Designer Certification 2017

Professional Writing, UWG Continuing Ed. Certification 2016

Google Educator 2014

Quality Matters: DYOC, Accessibility, ST2/3 2014

Microsoft Certified: Technology Specialist 2008

TECHNICAL & CODING SKILLS

Academic

Adobe CC

Blackboard

Camtasia

Canvas

Drupal

Microsoft Office 360

WordPress

System Admin

Active Directory

ITIL

L.A.M.P

Oracle

SQL Server

Windows Server

Programming

CSS3

HTML5

Java

JavaScript

JQuery

PHP

Python

SQL

Brightspace LMS (*Atomic Learning, BB Ultra, Cengage, Kaltura, Knewton, Pearson, ProctorU, ReadSpeaker, SmarterProctoring, Smarthinking, Studymate Class, VoiceThread*)

PROFESSIONAL EXPERIENCE

University of West Georgia – Carrollton, GA

eCampus, Director of Instructional Design & Development (September 2016 - current)

- Designed and developed a system of technology solutions to support cutting edge course development and delivery in an online environment.
- Lead and directed the ongoing development of an array of online courses across multiple institutions, to include both management and hands-on delivery.
- Maintained a comprehensive development plan and timelines for all projects and ensure efficient and timely development and revision of courses.
- Collaborated with faculty, leadership team, content developers, staff, students, and vendors to strategically plan and create innovative and transformative educational delivery in Georgia.

- 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.
- Created evaluation plans and established metrics to quantify performance, assess student satisfaction, and inform prioritization
- Independently developed and applied standards, timelines and expectations in a very high-stakes and high-production environment with a focus on researched-based instructional principles and creativity.
- Built and developed a diverse, engaged and effective team; planning and delegating work effectively; communicating and monitoring performance expectations; motivating and developing direct reports; and ensuring compliance with policies and procedures.
- Partnered with related external vendors and contractors and oversaw their performance. Provided feedback to system on vendors and vendor selection.
- Participated significantly in cross-functional leadership team to identify strategic challenges and priority and develop policies/guidelines for department.

University of West Georgia – Carrollton, GA

Academic Instructional Support Specialist (August 2013 – September 2016)

- Served as institutional liaison with the BOR for UWG's and eCampus's LMS instances.
- Managed the administration of both LMSs which included: user management, LMS server design, third-party integrations, and maintained institutional LMS settings that had campus-wide impact.
- Provided administrative user-support, troubleshoot LMS issues and processes, reported back to the BOR and USG user-community, and participated in server maintenance.
- Designed, delivered, and managed media-rich online and face-to-face student & faculty orientations and development programs, related to preparing and supporting all levels of users who participated in online courses through UWG and eCampus.
- Implemented, served as administrator, and provided primary support for a variety of distance learning software packages (outside of LMS), services, and initiatives with campus-wide impact. Provided feedback to the director on emerging technologies, assisted with purchasing, and other duties as assigned.
- Managed and maintained UWG's online WordPress Blog and other social media initiatives. Maintained UWG Online Student Services web site 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 website and website components to support academic and administrative organizations campus wide.
- Website development included graphic design, HTML, CSS, PHP, JavaScript, JQuery, Python, SQL, WordPress, and OpenText.
- Using a L.A.M.P and Oracle setup, created secure database tables to address complex business issues, including professional information for every employee at UWG and to host an online art gallery for the Department of Art.
- Researched and implemented new technology that would alleviate the issues some departments were having with scheduling and data maintenance.
- Completed or delegated service requests from all university website requests.
- Trained multiple employees across the many university departments in a wide array of web technologies. These training sessions varied from large groups to one-on-one sessions.

- Created new, online and face-to-face training sessions for training and improved current training material. Managed the scheduling and conducted training that varied from large groups to one-on-one sessions.
- Provided consultation to help improve the design, user experience, and SEO for different departmental, organizational, and personal faculty websites.