

Russell W. Denney

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EDUCATION

Georgia Southern University
Master of Business Administration

Savannah, GA
August 2017-December 2018

University of West Georgia
Bachelor of Business Administration, Management

Carrollton, GA
August 2010-April 2014

EXPERIENCE

UWG Online
Academic Instructional Support Specialist

Carrollton, GA
August 2024-Present

- Developed data-driven reports using LMS APIs and collaborated with cross-functional teams to meet initiative goals
- Created and delivered multimodal training resources to improve technology adoption across campus
- Facilitate project management activities, overseeing complex projects with multiple interdependencies
- Research and evaluate emerging educational technologies to enhance academic success and optimize integration with current platforms
- Maintain records and process all cross-list requests within the LMS for UWG faculty members
- Proudly represent UWG Online at events across campus
- Deliver Tier 3 support for the LMS and integrated tools, including oversight of the campus-wide live chat and chatbot systems, ensuring high-quality user support and timely issue resolution

Clemson University
Student Services Coordinator II

Clemson, SC
May 2021-July 2024

- Provide academic advisement for prospective and current students
- Create and update fillable PDF forms to help the School of Computing to operate in a more efficient manner
- Built curriculum sheets in Excel to provide students with a way to track their progress throughout their degree
- Proudly represent the School of Computing at orientation and other campus events
- Help students answer questions they have concerning tutoring, class schedules, and outside resources

Auburn University
Student Services Coordinator II

Auburn, AL
June 2019-May 2021

- Built a communication plan for maximum retention of students for the Online Computer Science Program
- Updated Computer Sciences website forms and information regarding the program
- Developed and executed a marketing strategy to grow online student population from 250 to 1000
- Built and organized a tutoring program for the Online BCS program using on-campus students as tutors

Georgia Southern University
Student Services Coordinator

Savannah, GA
January 2018-May 2019

- Directly supervised two graduate assistants and delegate work assignments appropriately
- Communicated with faculty, staff and administration to ensure that students with disabilities have equal access to arranging accommodations and all institutional programs and services
- Developed spreadsheets to track and report tests proctored on a semester-by-semester basis
- Collaborated with local, state and national organizations to obtain information on current resources for students with disabilities

Georgia Southern University
Academic Advisor

Statesboro, GA
August 2016-January 2018

- Analyzed applications, transcripts, and transfer evaluations for entry and exit to the university
- Assisted in setting, implementing, and evaluating annual goals for students on a semester-by-semester basis
- Utilized Banner to update student records, check for holds, and register students for appropriate course
- Provided academic advisement for prospective, current, and former students

University of West Georgia
Financial Aid Advisor

Carrollton, GA
October 2015-August 2016

- Utilized Banner to update student's information, financial aid, and to ensure accuracy of FAFSA information
- Counseled students who are not meeting required UWG policies to establish an academic success plan
- Processed financial aid for new and continuing students
- Advised students on financial aid available to them

PROFESSIONAL & TECHNICAL SKILLS

- Banner Batch Job Application Areas
- Navigate and GradesFirst Student Support System
- Advanced Microsoft Office Suite
- Ellucian Banner Administrative Forms
- National Student Loan Data System
- Customer Service Focus

Last updated October 6th, 2025

