

Angela Fordham

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Professional Summary

Accomplished higher education professional with 15+ years of experience in administrative leadership, LMS help desk management, and student success initiatives. Skilled in building high-performing teams, managing learning systems, and improving institutional operations. Recipient of the Service Excellence Award (2024) for outstanding contributions to the University of West Georgia.

Professional Experience

University of West Georgia — Carrollton, GA

Help Desk Manager / Aug 2019 – Present

- Lead and supervise a team of 6 (5 student assistants, 1 staff), including hiring, training, evaluations, and scheduling.
- Manage daily operations of the LMS (Brightspace | Desire2Learn), providing Tier 1–3 support.
- Serve as Incident Management Software Manager (Ivanti), improving reporting and resolution processes.
- Direct user acceptance testing, system documentation, and change management.
- Collaborate across IT, library, registrar, admissions, and student services to support student success.
- Maintain service satisfaction rating of 4.7/5 across 8 years of service.

Help Desk Associate / May 2017 – Jul 2019

- Assisted with operations of UWG Online Help Desk for faculty, staff, and students.
- Trained and supervised 6 student employees in service and security practices.
- Administered Numara FootPrints software, creating workflows and reports.
- Conducted annual student survey projects to inform service improvements.
- Assisted with purchasing, staffing, and cross-campus course/training support.

Hosanna Christian Academy — Baton Rouge, LA

Executive Administrative Assistant / Registrar / Office Manager / Mar 2011 – Jun 2013

- Directed daily operations for a K-12 private academy.
- Coordinated statewide voucher enrollment program (15,000+ applications).
- Provided executive support to Headmaster and managed scheduling and purchasing.

Cornerstone Worship Center — Oxford, AL

Executive Administrative Assistant / Director | Jan 2008 – Mar 2011

- Implemented organizational strategies that increased membership from 350 to 700.
- Directed 25 small groups with 200 participants; trained leaders and managed events.

Additional Roles

- Office Manager, Hosanna Christian Academy | Jul 2006 – Jun 2007
- Executive Administrative Assistant, Cornerstone Worship Center | Oct 2005 – Feb 2006
- Director/Staff Manager, Beth-EL Assembly of God Church | Jul 1996 – Sep 2005

Certifications

- UWG Leadership Excellence Certificate | 2023
- QPR Gatekeeper Suicide Prevention | 2022
- LeadWest Academy Cohort | 2021
- Excel 2016 Basic & Intermediate | 2018
- Effective Business Writing Certificate | 2018
- Certified/Ordained Minister, Assemblies of God | 2017

Awards

- Service Excellence Award | University of West Georgia, 2024

Professional Development

- Navigating AI Ethical Challenges and Risks | 2024
- Human Resources Faculty & Staff Search Panel Training | 2023
- Controlling Conflict, Stress, and Time in Customer Service | 2023
- Becoming an Effective Cross-functional Team Member | 2023
- Building a Leadership Development Plan | 2022–2023
- Supervisor Essentials: Leading and Coaching Others | 2023
- The Art and Science of Communication | 2023
- Trust Building through Effective Communication | 2023

Technical Skills

- Learning Systems & Tools: Brightspace (D2L), Ivanti, Qualtrics, Evisions Argos, Banner 9, EAB Navigate, ServiceNow, Gecko Chat, Ivanti Xtraction

- Productivity Tools: Microsoft Office Suite, Google Workspace, Grammarly
- Expertise: LMS administration (Tier 2 & 3), system integration, chatbots, knowledge base management, video platforms, virtual tutoring

Last Updated October 2025