

NAME

Street Address
City, State Zip
Phone
Email address

PROFILE

- Instructional designer with experience in strategic planning, systems management, multimedia design and professional development;
- Superior analysis, communication, planning and implementation skills;
- Organized, task-driven and able to manage multiple projects simultaneously;
- Technologically proficient in multiple applications:
- Adobe Captivate, Fireworks, Photoshop, Dreamweaver, Flash (basic)
- Collaborative web-based applications (Wiki, Google Docs/Sheets)
- Audio/Video Editing Software such as iLife Suite (Mac), Audacity, Windows Movie Maker, Nero
- Learning Management Systems
- Microsoft Office Suite (Word, Excel, PowerPoint, Publisher)
- Microsoft Project
- Synchronous Online Communication (Adobe Connect, GoToMeeting, NetMeeting, Skype)

EDUCATION

University of North Carolina Wilmington, May 2009
Master of Science in Instructional Technology

University of North Carolina Asheville, May 2001
Bachelor of Arts in Drama (Directing and Design)
North Carolina Teacher Licensure in Theatre Arts, 6-8 Social Studies

PROFESSIONAL EXPERIENCE

Instructional Design and Development Intern/Consultant January 2008 - Present
Proficient Learning, LLC, Wilmington, NC

- Design and develop CD-based self-instructional module to supplement "strategic business planning" face-to-face training

Graduate Teaching Assistant August 2007 - May 2008
Watson School of Education, UNCW

- Assisted faculty in designing and developing course materials using Blackboard Learning Management System
- Supported students in project development, software training and utilizing course materials

District Instructional Technology and Media Coordinator June 2005 - June 2008
Pender County Schools Central Services, Burgaw, NC

- Assessed district instructional technology needs to drive design of professional development initiatives
- Designed, developed, coordinated, and implemented technology professional development on micro- and macro-levels
- Developed and planned implementation of district strategic technology plan using needs assessment and change management strategies
- Provided onsite support and assistance to school administrators and faculty
- Evaluated, supervised and supported district instructional technology and media programs through advocacy, training and researching current trends and issues

Middle School Social Studies Teacher August 2001 - May 2005
Topsail Middle School, Hampstead, NC

- Taught in traditional and alternative settings (at-risk students)
- Designed, developed and delivered lessons aligned with North Carolina Standard Course of Study to a variety of learners
- Served as Social Studies department chair (2002-2005) and Technology Trainer (2002-2005)

NAME

Address

Wilmington, NC 28405

Phone

E-Mail

Portfolio: <http://www.1234.com>

EDUCATION

University of North Carolina Wilmington, M.S. in Instructional Technology, May 2009, 4.0/4.0 GPA

North Carolina State University, Raleigh, NC, B.A. in Business Management, 1989, Magna Cum Laude

TECHNICAL SUMMARY

Software

Microsoft Office	CA PRMS 8.4	Faxability	Macromedia Authorware 5.2
Microsoft Project	CA Unicenter TNG	Client Access/400	Adobe Photoshop 5.5 and 6.0
Microsoft FrontPage	D&B SmartStream	Adobe Illustrator	McAfee and Norton Anti-virus
WordPerfect	Onnet 2.0	Inspiration	Kronos Time Keeping Software
Lotus 1-2-3	PC File +	Novell Netware	Netscape Communicator
Crystal Reports	dBASE III+	ADP E-Time	Novell GroupWise (email)
OS/2	Windows NT 4.0	PC Anywhere	Windows 95,98 and 3.x
DOS			

Hardware

IBM, Dell, Compaq microcomputers and laptops
AS/400 systems units, system printers, and terminals
Network communications equipment

NT 4.0 servers
AT&T Affinity G3 PBX
Videoconferencing equipment

TECHNICAL SKILLS

- Supported CA-PRMS 8.4 (a fully integrated ERP system), wrote queries, assisted users in utilizing features, worked with system parameters, ran month end processes, ran physical inventory programs, implemented software to downloaded data to PC format
- Designed new programs for general ledger reports, implemented usage of ECN features of PRMS, changed onsigned inventory process, streamlined month end processes
- Provided primary support for Panscan process and program including making modifications to code downloaded to scanning guns
- Installed AS/400, ethernet, token-ring, CAU, LAM, microcomputer, printer and connectivity hardware, evaluated malfunctions, and coordinated or made repairs
- Assisted users in using software applications, manipulating data, and downloading AS/400 data to Excel
- Installed and supported videoconferencing and telephone equipment
- Designed and developed websites for clients

TRAINING SKILLS

- Wrote end-user documentation on how to use videoconferencing equipment, wrote procedures for installing various hardware and software, troubleshooting guidelines for the network problems at Powerware
- Coordinated the City of Wilson microcomputer software training program: secured facilities, prepared training materials, taught classes
- Designed and developed training materials; conducted over 200 days of microcomputer training classes ranging from beginning to advanced levels in PC hardware, DOS, Lotus 1-2-3, WordPerfect, Word, DisplayWrite 4, dBASE III Plus and BASIC for NCSU's Continuing Education Program

PROJECT MANAGEMENT EXPERIENCE

- Active member of project teams: CA-PRMS 8.4 Upgrade, Y2K, PC Software Audit, Help Desk Implementation (an automated system), PC Inventory, Network Equipment Upgrade, Email System Upgrade, Documenting IT Procedures, IT Business Recovery, BPO Shutdown, BPO Asset Dispersal
- Coordinated E-commerce team: designed internet storefront, manipulated sales data to determine which products to market on the internet, evaluated hardware and software platforms, coordinated project with internal representatives and external vendors
- Planned and implemented the removal of computer hardware and network equipment related to closing the 180,000 square foot facility in Leland
- Created and executed a hurricane preparedness procedure for computer and telephone equipment
- Implemented a "Key User" Group with staff from each of the 19 major divisions in the City of Wilson
- Automated the preparation of the citywide budget document using WordPerfect and Lotus, developed a worker's compensation tracking program

MANAGERIAL EXPERIENCE

- Worked with OEM marketing manager at Chloride to generate data that enabled the company to secure \$4M in new business
- Coordinated and provided all IT project management support for manufacturing and distribution operations at Powerware's Leland facility which generated revenues of \$120+ M/year
- Recruited, trained, and supervised two PC Technicians, student interns, and on-site contract workers at Powerware
- Coordinated and provided general project management and direction of data processing operations in the absence of the City of Wilson data processing manager, including supervising staff of nine
- Assisted in the development and preparation of the City of Wilson information technology annual budget
- Designed job description, trained, and supervised Microcomputer Technician at the City of Wilson
- Supervised four microcomputer training specialists and technicians in all aspects of their respective job responsibilities at NC State University
- Sourced and coordinated installation of all new computer hardware/software for every department, maintained hardware/software for over 140 existing microcomputers, and inventory at City of Wilson
- Developed and evaluated Requests For Proposals for the selection of Police and Fire Department computer automation software. Project manager of installation of both software systems
- Marketed microcomputer training programs to state government agencies and private industry
- Prepared budget reports for microcomputer training unit, accurately projected future income from classes, determined classes to offer for NCSU Continuing Education Program

GRADUATE PROGRAM INSTRUCTIONAL DESIGN PRODUCTS

- **River View**, a web site created for the Center of Ocean Research and Monitoring Program to monitor plume data from the Cape Fear River
- **Ocean View**, a web site created to compare biological parameters in various ocean locations
- **Biology: Plants and Their Structure**, an interactive self-instructional web program
- **Introduction to Microsoft Excel 2000**, an online web course
- **Alphabet Fun**, an interactive computer-based instructional package
- **Introduction to Microsoft Office**, instructional designs project for a 5-day hands-on, instructor-led, print-based computer-training program
- **How to Build and Maintain a Terrarium**, a print-based self-instructional module
- **Worldwide Learning Initiative: A Training Needs Assessment**, a needs assessment project
- **Bringing UNCW Web Pages into Compliance with the Americans with Disabilities Act**, a front-end analysis and solution proposal
- **Design Elements for Making PowerPoint More Effective in Videoconferencing**, an instructor-led seminar

EMPLOYMENT

Graduate Research Assistant, UNCW, January 2009 - May 2009

IT Project Leader, Chloride Systems, Burgaw, NC, October 2000 - June 2007

IT Project Leader, Powerware, Leland, NC, April 2000 – September 2004

PC Support Specialist II, City of Wilson, Data Processing Division, Wilson, NC, July 1999 – March 2000

Computer Services Coordinator, City of Wilson, Data Processing Division, Wilson, NC, March 1992 - July 1999

PROFESSIONAL OPPORTUNITIES

Cape Fear APICS, 1999 - Present

- Board of Directors 1999-Present
- Program Coordinator, 1999-2001
- Special Projects Coordinator, 2001-Present

COMMON Conference, An IBM Users Group, Atlanta, GA, 1999, 1995

North Carolina Local Government Information Systems Association, 1988-1995

- Arrangements Committee
- Government Management Information Sciences (GMIS) National Conference
- Conference Session Speaker, 1997, 1995
- Conference Panel Discussion Leader, 1994

REFERENCES

See attached reference page

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