

I am a Learning and Collaboration Architect, Instructional Designer and Educator. I build smart learning systems that integrate seamlessly to support Enterprise learning strategies.

### Qualification Highlights

- Excellent communicator of technical knowledge to non-specialists in an education and training environment
- More than 20 years of experience:
  - providing hardware and software support for learners, staff, and instructors
  - managing and reporting on large amounts of data, including designing queries in MS-SQL, PostgreSQL, MySQL, and Oracle databases
  - administering and providing faculty and student support for Learning Management Systems, especially Blackboard, but also including Moodle, Desire2Learn, and the Jenzabar learning management system
  - developing Python, JavaScript, HTML, PHP and Domino based web applications to support academic needs
  - designing and developing online course materials as supplement to face-to-face instruction, for hybrid courses, and for purely online delivery
- 15 years of experience teaching online at the Graduate and Undergraduate levels
- Classroom teaching experience at the High School, Undergraduate, and Graduate levels
- Project-management experience including hiring, budget, and planning responsibilities
- Superior written and oral communication skills in English and German
- An intense dedication to learning new skills, and a passion for sharing that knowledge with others

### Technology Core Competencies

- Learning Management System administration, management and interoperability development using LTI and SCORM.
- Desktop environments: Windows, OS X, Linux, and desktop productivity software, such as Office 2003/2007/2010/2013/2016 and Office 365
- Web design and development tools: HTML/CSS, JavaScript, XML and frameworks such as bootstrap and jQuery
- Database management and query design using SQL
- Statistical analysis software such as SAS
- Media creation, design, and editing tools such Adobe Premiere, Photoshop, Illustrator, Captivate, Articulate Storyline, Camtasia, SoftChalk, iSpring
- Working knowledge of virtualization technologies: VMWare, Amazon Web Services, Hyper-V and server administration, installation and support on Linux and Windows platforms, e.g. Windows Server, Windows SQL Server, Red Hat, CentOS and Ubuntu Linux

## **Professional and Teaching Experience**

### Senior Learning and Collaboration Architect (2019-)

*Mandel Global Leadership and Learning Institute, Cleveland Clinic, Cleveland, Ohio*

As part of the Learning and Collaboration team for a large, international health-care organization, develops and oversees the processes for the selection, implementation, maintenance and support of learning and collaboration platforms, tools and applications.

Maintains strategic relationships with internal stakeholders to develop and deploy technology solutions and best practices, addressing learning and collaboration needs.

Manages and supports the processes for working with internal HRIS and technical teams and vendors to plan, stage, certify, pilot, test, implement and support new learning and collaboration technology platforms.

Manages technical and functional support, new technology deployment, upgrades/updates, hotfixes, new release configuration and change processes.

### Senior Technology Support Analyst (2018-2019)

*Computer Based Assessment and Evaluation, The University of Akron, Akron, Ohio*

Served as the primary technical support liaison for software and hardware support to local and remote students, staff and faculty across the University, including satellite campuses and distance learning sites with a mixture of OS X/Windows/Chromebook installations. Installed and maintained computer hardware and software in an 84-seat specialized computer based testing lab, in addition to departmental computers. Evaluated new assessment technology and software and make recommendations to enhance the computing environment. Maintained, created, updated, and delivered training materials for a variety of assessment packages including Perception, Maplesoft, Accuplacer, and the Desire2Learn Learning Management System, accessibility software such as JAWS and ZoomText, and internally created assessment and tracking packages. Provided hardware and software support for Scantron scanners. Utilized SAS and other data reporting tools to generate custom reports and data analysis for academic and lab usage data. Consulted with faculty to define needs and objectives for testing, proctoring, and use of technology. Provided instructional design related to testing, direct development, and handle programming tasks for specialized assessment and tracking purposes.

- Maintained and provided application and database support for in-house developed course evaluation system, which integrates Scantron paper sheets and an online collection system. Generated reports and work with faculty, administrative staff and students to troubleshoot problems and add new features.

### LMS Administrator/Learning Systems Manager/Director (2015-2018)

*Ashland University, Ashland, Ohio*

Responsible for the day-to-day operations, administration, user management and SIS systems integrations of the Blackboard Learning Management System for a system with 6000+ active users. Oversaw the transition from the Angel LMS to Blackboard, including the migration of course materials and archival of course information and student data from the retired system. Provided support and training for faculty for the LMS and technology-based learning tools used for instruction, including in-class support for teleconferencing applications and classroom technology integration. Provided support and technology consultations with a team

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of Instructional Designers. Created training and reference materials for Blackboard. Worked closely with internal IT staff and 3rd-party vendors on systems integration, upgrades, and maintenance. Compiled analytics and developed processes for regular audits of system functions and usage. Supervised and trained staff of graduate and undergraduate student workers.

- Planned, oversaw, and completed the fast-track migration of 800+GB of video content from the Mediasite delivery system to Kaltura. This included python scripting using Kaltura and Mediasite APIs for the migration of content and metadata, archival of Mediasite originals, creation of training documentation for faculty and students, and supervising a team of student workers to update individual video links in Blackboard.

### Adjunct Instructor, Distance Learning (2003 – Present)

*Education Department - Saint Catherine University, Saint Paul, Minnesota*

Teach courses titled "Integrating Technology in the Classroom" and "Classrooms by Design" in the Master of Arts in Education Online program. The students are practicing K-12 teachers in schools in Minnesota, North Dakota, and South Dakota. These courses are currently based in the Desire2Learn LMS with liberal use of multiple web-based resources.

- Collaborated with one other educator on the complete redesign of the technology course, shifting the emphasis from reading and reflection to a more hands-on laboratory approach. As part of the redesign, special emphasis was placed on emergent technologies and student audio and video publishing.

### Instructional Design Consultant (2012 – Present)

*Freelance*

Work with faculty in Higher Education settings to produce high-quality, engaging graduate and undergraduate online courses. Course subject areas have included Nursing, Chemistry, Business, Writing, and Computer Applications.

### Computer Information Systems Lecturer (2010 –2012)

*Computer Science Department – Dominican University, River Forest, Illinois*

Taught three sections of "CIS120: Introduction to Computer Applications" per semester. The course was part of the core curriculum, and consisted of an introduction to word processing, web development, spreadsheets, and database applications. I also developed and added units on basic video editing, media fair-use and copyright, and cloud applications. In addition, I taught "Introduction to Programming for Non-Majors".

- Developed, created materials and taught the first online section of the CIS120 course, which was first offered in the Summer Session, 2012.

### Technology Integration Coordinator (2008 – 2010)

*Saint Xavier University, Chicago, Illinois*

As part of a Department of Education Title III Grant, supported faculty instructional technology needs. Consulted on technology budgets. Supervised, designed, and conducted workshops and one-on-one training activities. Provided in-class and on-call instructional support. Created learning resources and tutorials for faculty and students using Camtasia, Captivate, Blackboard, video production equipment, and other appropriate technologies.

- Designed, produced, and taught several faculty technology workshops, with topics including Google Apps, podcasting, and Classroom Response Systems.

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- As part of a Panopto CourseCast lecture capture software rollout on campus, configured, tested, and documented both server-side and user-level functions. Created training materials for faculty and held workshops.

### Director of the Language Learning Center and Instructor of German (2006-2008)

*Saint Louis University, Saint Louis, Missouri*

Managed all aspects of a mid-sized, computerized Language Lab with 60 student workstations, a media library, and video and audio production capabilities. Oversaw and trained student staff, and was responsible for budget, purchasing and planning. Provided technology support for language faculty and instructors.

Administered language placement exams. Taught undergraduate German language courses, primarily first- and second-semester introductory courses.

- Implemented Sony/SANS Virtuoso digital language lab software.
- Upgraded media and equipment checkout system to include web-search and e-mail capabilities via a heavily modified Open Source PHP application.
- Planned and implemented necessary hardware and peripheral upgrades to take advantage of new technologies, e.g. DVD burning and video digitization.

### Instructional Designer (2000-2006)

*Saint Catherine University, Saint Paul, Minnesota*

Administered and developed training and documentation for the Blackboard course management system for over 5000 users and 350 concurrent courses. Supported faculty with technology needs both in and out of the classroom. Provided training, and wrote documentation for a wide range of applications for instructional use, including the Microsoft Office suite, Flash- and PowerPoint-based CD-ROM portfolios, iMovie, Mediasite, and HTML-based web sites. Installed, supported and maintained instructional software in computer labs and on faculty machines in a mixed Macintosh/PC environment. As part of the Web Team, developed, supported, and maintained custom web applications using Lotus Domino (including LotusScript, JavaScript, and Formula Language) and PHP/MySQL. Assisted with the implementation and planning of new hardware and infrastructure, including wireless, PDAs for classroom use, and streaming media.

- Supported the first classroom use of portable laptop labs on campus. This included setting up the 802.11b wireless network infrastructure, installing and maintaining software on the laptops, providing training and instructional advice to faculty. Success in this area led to a campus-wide initiative for wireless access.
- Designed, developed and implemented the faculty and course evaluation system in use on campus. This system includes secure, web-based access to results and statistics, and allows for both in-class evaluations using NCS scanner forms as well as online completion via the web.
- Designed, developed and implemented a secure online system for faculty committee elections, which increased voter turnout by 15% and reduced time spent on election related administrative tasks by 90%.
- Collaborated with an all-college group to create an online document repository to support the College's successful renewal of Higher Learning Commission accreditation.
- Selected via a College-wide process as the Administrative Staff Person of the Year for the 2002-2003 Academic Year.
- Planned, implemented and administered a pilot project for the Moodle course management system. Installed and configured the Apache/MySQL server components, as well as the Moodle software. Provided training, documentation and instructional support to faculty.

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### Teaching Assistant in German (1997-1999)

*University of Illinois at Urbana-Champaign, Urbana, Illinois*

Taught undergraduate German language courses, primarily third- and fourth-semester courses, including intensive summer sessions.

- Outstanding Teaching Assistant Award

### **Education, Fellowships and Awards**

#### Master of Arts in German

*University of Illinois at Urbana-Champaign, Urbana, Illinois*

- One semester academic exchange at the Georg-August-Universität in Göttingen, Germany

#### Fulbright Teaching Fellowship

*Frieden-Gymnasium, Halle, Germany*

Taught English to German students between 11 and 18 years old in the equivalent of a college prep High School, with all the responsibilities, joys and headaches of being a teacher of adolescents.

#### B.A. in Education and B.A. in German with a Minor in Mathematics

*Saint Louis University, St. Louis, Missouri*

- Dean's Scholarship
- Phi Beta Kappa Honor Society
- One-year academic exchange at the Albert-Ludwigs-Universität in Freiburg, Germany

### **Professional Memberships**

International Association for Language Learning Technology (IALLT)

Computer Assisted Language Instruction Consortium (CALICO)

Association for the Advancement of Computing in Education (AACE)