

QUALIFICATIONS SUMMARY

Innovative learning experience leader with substantial technology background. Demonstrated performance at the intersection of learning technologies and instructional strategies. Expansive skill-set encompassing technical product development, systems architecture, and learning platforms as well as the latest in mobile experiences.

EXPERIENCE

Manager of Curriculum Technology and Operations

KC Distance Learning

Feb 2010 - Present

West Chester, PA

- Directed learning architecture and curriculum technology strategy for all KC Distance Learning products.
- Managed curriculum operations and curriculum support teams.
- Formulated and executed migration of existing content from antiquated internal systems to versioned, high-availability production systems in seven weeks.
- Implemented new customer support and feedback system, reducing support costs by 25% in three months.
- Forged product content integration solution, including Cisco Virtual Learning Environment placement and content distribution network provisioning, for the largest school district in the United States.
- Authored RFP and led vendor evaluation of new learning content management system.
- Mentored staff on technical development best practices and Section 508 compliance.

Manager of Curriculum Production

KC Distance Learning

Nov 2008 - February 2010

West Chester, PA

- Managed technical development and quality assurance teams.
- Architected product implementation process for three of the five highest-revenue customer accounts in 2009.
- Released 18 new products and 50 major product revisions in 2009.
- Launched chain of staging and production environments, and designed continuous integration and release promotion procedures.
- Enhanced quality assurance workflow, reducing technical support issues by 68% in one year.
- Standardized product nomenclature for all internal systems, eliminating implementation churn and product ambiguity.

Curriculum Support Supervisor

Aventa Learning

Mar 2008 - Nov 2008

West Chester, PA

- Managed team of four Curriculum Support Specialists overseeing product technical implementation and support.
- Pioneered highly efficient assessment delivery platform, reducing support time for product updates by 87%.
- Decreased product implementation and delivery timeline by 44% by crafting a product toolkit comprised of specialized applications, procedures and documentation.
- Expanded availability of product offerings from two learning platforms to five in 10 months.

Curriculum Support Specialist

Aventa Learning

May 2007 - Mar 2008

West Chester, PA

- Created first product offering on Moodle learning management system.
- Executed pre and post-sales technical support to 150 customer accounts.
- Spearheaded proof-of-concept product demonstrations, technical consulting, and product implementation.

Assistant Technology Manager

Library Technology and Security, Indiana University of Pennsylvania

July 2005 - May 2007

Indiana, PA

- Managed library systems administration, help desk, and lab support teams.
- Reduced new hire turnover by creating the first web-based on-boarding training solution.
- Launched web-based virtual office, consolidating all points of service, and improving customer satisfaction.

Lab and Help Desk Coordinator

Library Technology and Security, Indiana University of Pennsylvania

Feb 2004 - July 2005

Indiana, PA

- Directed operation of 18 hour help desk composed of 6 technicians servicing 1,500 technical issues per year.
- Managed 12 lab consultants supporting 60K patrons per year.

EDUCATION

Candidate for Master of Science in Instructional Technology

Bloomsburg University
Corporate Concentration
3.8 GPA

August 2010 (Anticipated)

Bloomsburg, PA

- Led student learning design and development team in issuing RFP response, prototype, and proposal presentation of custom solution for nationwide Sarbanes-Oxley classroom and online training.
- Drove design and development of web-based training on Kaizen philosophy for multi-national industrial group.
- Degree granted upon completion of remaining 3 credit internship.

Bachelor of Science in Social Studies Education

Indiana University of Pennsylvania
History Concentration
3.9 GPA, *Summa Cum Laude*

May 2007

Indiana, PA

OTHER DATA

PROFESSIONAL DEVELOPMENT

Big Nerd Ranch Certified iPhone Developer
Blackboard World (2008-2009)
Blackboard Developers Conference (2009)

PROFESSIONAL ORGANIZATIONS

eLearning Guild
Association of International Product Marketing & Management

CERTIFICATIONS

Pennsylvania Certified Social Studies Educator

LEARNING PLATFORMS

BrainHoney, Blackboard, Desire2Learn, Angel, Moodle, eCollege, Sharepoint LMS, Plateau, UCompass Educator