

EMPLOYMENT

Instructional Technologist

eLearning, Seminole State College

October 2010 - Present

- Trained new Faculty to use the Sakai LMS
- Supported 400+ Faculty in development, design, and implementation of course content
- Maintained and administrated online training course for Sakai
- Developed online written, and video instructional reference for Faculty
- Conduct software testing of bug fixes and enhancements to Sakai
- Tier 2 support for Faculty, staff and student users of Sakai and related systems

Senior Support Specialist

Online@UCF Support, University of Central Florida

May 2009 - October 2010

- Presented at Blackboard World 2010 about distance learning support best practices
- Developed training and support resources for Faculty and students
- Worked with Instructional Designers, and Faculty to design course materials
- Tier 2 support for Faculty, staff and student users of WebCT Vista 8 and related systems

Technical Support Specialist

CI-Help Desk, Florida State University

August 2007 - December 2008

- Launched the most technologically advanced student computer lab at FSU
- Chose and deployed new open source ticketing system to replace outdated proprietary system
- Supported 1300+ Faculty, staff and student users
- Troubleshoot hardware and software for the entire college
- Maintained physical and digital inventory

Technical Support Specialist

Digital Harmony, Florida State University

August 2007 - August 2008

- Supported remote students on various computer software and hardware needs.
- Part of the award winning team for "**Excellence in Bridging the Digital Divide**"

Help Desk Support

College of Music, Florida State University

August 2003 - August 2004

- Supported users with hardware and software issues
- Supported technical issues with popular software like Office, IE, etc
- Performed upgrades to software and hardware on lab machines

EDUCATION

Master of Library and Information Science

Florida State University