

## Skills

**Strong Communication Skills:** Proven track record of understanding and servicing client needs as well as facilitating inter-office communication and resolving conflicts.

**Self-Efficient & Team Player:** Reliably completes tasks independently and seeks out new assignments but finds collaborating with others invigorating.

**Technical Prowess:** Proficient in multiple software packages including Adobe Creative Suite, Microsoft Office, Video Editing and Online Multimedia Production software. Experience with and knowledgeable about multiple online applications and systems as well as social media technologies. Fluent in HTML, DHTML, and CSS.

**Organized and Dedicated:** Experienced in creating timelines and scheduling staff. Able to keep order even under duress and anticipate and accommodate project requirements, committed to meeting and exceeding expectations.

## Education

**B.A. in English: Technical Writing** University of Central Florida, Orlando, FL (2000)

*Minor: Computer Science*

**A.A. in English** Indian River Community College, Fort Pierce, FL (1996)

*Magna Cum Laude*

## Current Employment

**Research Associate, Information Architect** Institute for Simulation & Training – University of Central Florida  
2002 – Present

*In addition to continuing the duties of my former Computer Applications Coordinator position, I also supervise other web development staff, delegate incoming project work, meet with clients to report project milestones, provide customer support to clients and their staff, train and assist clients and internal staff on the use of web applications, make programming decisions, conduct regular evaluations of project status and work completed, contribute to written proposal materials, write and maintain marketing materials for all of our projects, and consult on the choice and use of learning and content management systems.*

**Wordpress/Website Development Consultant** Idea Connection Systems®  
2012 – Present

*Assist in maintaining and updating the Idea Connection Systems website to include training staff on how to use Wordpress and make updates to purchased themes. Consulted on design and development of product targeted new website and then assisted in setting up a new Wordpress install for the site and implementing purchased theme and customizations to the design for the new site. Continue to assist in adding new content and prepping the site for launch.*

## Work History

**Quality Assurance Consultant** American Museum of Natural History  
2003 – 2008

*Performed quality assurance/usability tests across OS platforms using all versions of browser software that might be used to view new sites being developed for the Museum. This included their Kids & Families interactive Oology website (Marine Biology, Genetics, Biodiversity, Astronomy, Paleontology, Archaeology, Meet the Oologists) and their Seminar on Science Course Sites (SOS Main Site Redesign; Genetics, Genomics, Genethics; Earth: Inside and Out; Dinosaurs Among Us: The Link to Birds; Frontiers in Physical Science; Diversity of Fishes). This was freelance work that ended when they began conducting their QA in-house.*

**Computer Applications Coordinator** Institute for Simulation & Training – University of Central Florida  
2000 – 2002

*In addition to the duties of my former Information Specialist position I also conducted and ran beta-testing of dynamic web applications before their distribution online, researched new technologies and products and made*

*recommendations on which to use/purchase, provided customer service for web site clients, hired and trained new web development staff, collaborated with programmers on database and web application user interface design, and provided monthly activity reports. I was then promoted into a full-time benefited position with additional responsibilities.*

**Information Specialist**                      Institute for Simulation & Training – University of Central Florida  
1998 – 2000

*Built and maintained client websites on time-sensitive deadlines, reviewed and finalized edits and updates by other web development staff, assisted in creating and applying user interface designs to web applications, wrote documentation and online help for web applications. After graduating with my B.A., I moved into a new position with more responsibilities.*

**Web Development Assistant**        Institute for Simulation & Training – University of Central Florida  
1997 – 1998

*Built and maintained client websites using basic HTML and graphic editing skills as a part-time student hire until I was moved into a full-time position.*

**Sales Associate**                              Universal Studios Florida  
1997 – 1998

*Sold and stocked merchandise at Universal Studios Florida. Was stationed in the Universal Studios Store but occasionally filled in as a street vendor during special events as well. Left when I was offered a full-time position in an area relating directly to my career path.*

## Achievements

“FROM PROTOTYPE TO LEARNING MANAGEMENT SYSTEM: THE CHALLENGE OF ADAPTING CONTENT” – Paper published for and presented at the Interactive Technologies 2008 Society for Applied Learning Technology Conference

Contributed to the creation and maintenance of over 20 client websites as well as the design and implementation of over 10 online database-driven applications, including one content management system and two learning management systems.

Active member of the IST Benefit Committee for over 10 years, playing a large part in planning and coordinating activities for the Institute to help promote teamwork and improve morale within the organization.

Served as the Team Captain and Assistant Team Captain for the IST Relay for Life team, raising over \$5000 for the American Cancer Society.

## Hobbies & Other Interests.

**Blogging** – As the editor of a TV-centric blog, I have written extensive reviews, been invited to and visited numerous sets, and interviewed cast and crew of many definitely television shows. I also help run a book review blog for which I’ve written advanced reviews for publishers and interviewed new and established authors.

**Photography** – Though I’ve always loved taking pictures, I’ve recently renewed my interest in the subject by taking multiple classes at the Crealdé School of Art in Winter Park, Florida. I also volunteer for the Orange County Public Schools acting as an event photographer for local elementary school functions. This includes creating photo booths for the kids and taking Photos with Santa during the holidays. I also volunteered as an event photographer at the annual Phi Beta Psi Florida Convention 2011 hosted by the Treasure Coast chapter.

**Baking** – An avid baker, I am known for the novelty cakes I make for birthdays and special occasions.