

Education

Doctorate: Education/Instructional Technology

2010-Current

Kent State University

Kent, OH

- Advisor: Dr. David Dalton
- Emphasis: Distance Learning, Multimedia Design

Masters: Education/Instructional Technology

2007-2009

Kent State University

Kent, OH

- Emphasis: Distance Learning, Multimedia Learning

Bachelors: Computer Science

1996-2001

Kent State University

Kent, OH

Professional Experience

Part-Time Instructor | School of Digital Sciences

2014 – Current

Kent State University

Kent, OH

- Co-instruct the capstone course, DSCI 40910, Web Programming for Multimedia Journalism, focusing on key web development technologies such as HTML/CSS, PHP, MySQL as well as modern practical concerns such as responsive design, code security, project management. This course is a partnership between the School of Digital Sciences and the Department of Journalism and Mass Communication.
- Instruct the capstone course, DSCI 40910, Capstone for Digital Sciences. This course is an intensive web development course that focuses on core web technologies. Students in this course, work on teams to develop web applications designed for external clients.

Team Leader, Information Services | Information Services/Educational Technology

2014 – Current

Kent State University

Kent, OH

- Lead the management team responsible for delivering desktop support across the University, with a heavy emphasis on the customer experience. Departments include the Help Desk, Federated Desktop Support, and the Tech Spot and Tech at Night programs.
- Serve as the primary IT Liaison between the eight regional campuses and the Information Services Division. Responsibilities include issue escalation, advocacy with regards to new projects and technological changes, and communications.
- Manage the Tech at Night and Tech Spot programs, which is responsible for delivering technical expertise to the student body of Kent State University.
- Assist in the development and evaluation of RFP's responsible for institution level platforms. Most recently served on the committees responsible for selection of the Kaltura video management system and the upcoming Tenure and Promotion platform.

Manager, Information Technology | Information Services/Educational Technology

2013 – 2014

Kent State University

Kent, OH

- Manage the University's federated desktop support team across all academic units, placing a heavy emphasis on providing exceptional customer service in a diverse computing environment.
- Interface regularly with University leaders in order to identify and respond to technology based pedagogy, infrastructure and support needs.
- Provide strategy in the planning and execution of enterprise level projects such as telecommunication upgrades and email migrations. Balance the needs of end users with the requirement of staying on time and on budget.
- Manage the University's Faculty Technology Refresh program, which is responsible for providing up to date computing solutions for all full time faculty members across the University. Determine costing strategies in order to adhere to the programs budget.

Lead IT User Support Analyst | Information Services/Multimedia and Distance Learning

2009 – 2013

Kent State University

Kent, OH

- Conceptualize and develop custom web applications such as 'KSUtube' and 'KSUPresenter', which are designed to allow for the creation and delivery of rich multimedia instructional content in an easy to use, intuitive format. Platforms utilized include PHP, JavaScript, and MySQL.
- Work with stakeholders to develop SLA's and SOP's relating to synchronous distance learning delivery systems.
- Research and implement various asynchronous distance education web based platforms such as blogging applications, wiki's, and LMS/CMS systems.
- Provide leadership in managing the University's enterprise level video conferencing systems infrastructure including MCU's and end point systems.
- Own the relationships with numerous hardware and service vendors in the Educational Technology and Audio Visual space.
- Manage a team of graduate assistants and student technicians responsible for providing tier-one and tier-two level technical support for distance education platforms.

Senior IT User Support Analyst | Information Services/Distance Learning

2003 – 2009

Kent State University

Kent, OH

- Research, integrate and support video and voice teleconferencing platforms across Kent State University and its regional campus system. Suggest platforms according to practical and budgetary needs.
- Administrate numerous servers responsible for delivering web and multimedia applications such as SharePoint Server, Flash Media Server, WordpressMU, and others.
- Mentor and support instructors on appropriate technology usage in various academic spaces.

Technical Support Coordinator | Information Services

2002 – 2003

Circuit City Corporate

Richmond, VA

- Provide technical support for stores and corporate associates concerning networking, PC, and proprietary software issues.
- Administer usability tests, document issues, and support a beta Point of Sale system.
- Monitor promotional sales for potential programming issues. Created temporary fixes, and act as a liaison between IS Management and Merchandising to implement permanent fixes.

Further Education

Kent State University: Institute for Excellence 2012

- Human Resources 10 Month long training course on leadership in Higher Educational environments.

Certifications:

- OARnet: h.323 Certification
- Ohio State University/Internet 2 Commons: H.323 Certified Coordinator