

Objective

To obtain an eLearning Professional position providing technical and pedagogical support to aid in development of valuable course materials in a range of effective formats to promote student success at the University of Illinois

Summary of Goals

Assist Faculty and Staff by:

- Working collaboratively to design and deliver effectual, high quality courses using an array of instructional technologies
- Maximize students' experience by finding and implementing appropriate technological resources

Computer Skills

Web Technologies: HTML (5), CSS, JavaScript, XML, Ajax, JQuery, PHP, Web Mashups using APIs, such as Google API

Course Management:

WebCT, Question Assistant, Respondus, WebBoard, some Blackboard and Moodle

Project Management:

Subversion Version Control, OnTime Time Management, Basecamp Project Management

Design Tools: Adobe CS3 Suite, Macromedia Studio, Visual Studio, Visio

Application Development:

Classic ASP, PHP, Perl, ASP.NET, C# .NET, Visual Basic (VB) .NET 1.1 & 2, VB 6, Visual Basic for Applications (VBA)

Experience Highlights

Soft Skills and Roles

- ✓ User Support/Customer Service for customized software
- ✓ Team Lead/Supervisor
- ✓ Project Manager
- ✓ Business Analyst
- ✓ Application Service Manager
- ✓ Work with a variety of users in all skill levels
- ✓ Extensively experienced in education environment
- ✓ Successfully communicate with technical and non-technical people
- ✓ Work Independently and with a Team

Technical Skills

- ✓ Web Developer
- ✓ Application Developer
- ✓ Database Developer
- ✓ Documentation Specialist
- ✓ Ability to quickly learn and adopt new technology
- ✓ Communicate effectively between technical and non-technical people

Professional Experience

MCGRAW-HILL HIGHER EDUCATION TEXTBOOKS

Freelance Writer

- Writing chapter on "Technology in Communication" for the textbook, *College English and Communication 10th edition* due for publication January 2013.

UNIVERSITY OF ILLINOIS – URBANA, ILLINOIS

Applied Technologies for Learning in the Arts & Sciences - ATLAS

Research Programmer – Lead Application Support & Project Analyst (2009 – Present)

APPLICATION SUPPORT & TRAINING

- Evaluate user needs to determine what user related **documentation materials** are most valuable to end users
- Conduct **training sessions** for individuals and large groups
- **Oversee support and training team** members to ensure quality service is being delivered to clients
- **Insure client support needs for ATLAS deployed applications** are met the best way possible and determining proper course of action

APPLICATION ANALYST (Client/Development liaison)

- Assess and document client needs to **determine proper application related solutions**
- **Communicate effectively between clients and developers**, determining needs, features and fixes, and relaying them appropriately to the proper application developer
- **Identify and specify new features** and application fixes to improve client experience and application functionality, **Assist testing** efforts to determine if users' needs are being met

Database Development: SQL Server, Microsoft Access & Excel, MySQL, Filemaker

Office Related:

Microsoft Office Suite (including VBA Programming), various online tools including Google Docs, Zoho, etc..

References

Kathy Black

Relationship: Former Supervisor – Online Adjunct at Lake Land College

Current Role:

Business Division Chair
Lake Land College
(217) 234-5348

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Jennifer Elliott

Relationship: Former Supervisor – Online Course and Web Development at Lake Land College

Current Role:

Instructional Designer
Lincoln Land Community College
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Bob Nonnemann

Relationship: Former Co-Worker at UIUC

Current Role:

Senior App Developer
Centrec Consulting
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amyhovious.com

Research Programmer - .NET Development and Support (2006 – 2009)

- Develop customized web-based software
- Work on a wide range of projects both in groups and individually
- Serve as project lead on various software development projects
- Perform extensive requirements gathering
- Supervise student workers, delegate and convey an assortment of tasks
- Coordinate training sessions to teach new applications (and features)
- Provide client support for existing applications

SYSTEM DEVELOPMENT SERVICES, INC - EFFINGHAM, ILLINOIS

Consultant, Customized Software and Web Developer (2005 – 2006)

- Custom application development and support

LAKE LAND COLLEGE - MATTOON, ILLINOIS

Online Adjunct Instructor (2002-2005)

Business Division

- Online Instructor for: Microsoft Access (CIS093) and Microsoft Excel (CIS094).
- Developed and delivered all interactive course content through WebCT.
- Developed course materials in Dreamweaver and wrote HTML for course websites.
- Taught a wide range of students, including many adult learners

Online Course Development / Web Development Assistant (2001 – 2003)

Center for Technology and Professional Development

- Developed online and print tutorials for instructor and student use.
- Developed online courses for instructor use.
- Helped train faculty on various types of instructional technology.
- Served as help desk contact for online students.
- Designed database and ColdFusion applications.

Education

University of Illinois - Graduate School of Library and Information Science

- Taken classes in LIS, with future plans of earning a Graduate Degree from UIUC

Eastern Illinois University - Charleston, Illinois GPA: 3.8/4.0 (May 2005)

Bachelor of Science in Computer Information Systems *with concentrations in Client/Server Systems and Telecommunications Systems*

- Member of Beta Gamma Sigma, Elite Honor Society & AITP, Association of Information Technology Professionals, Dean's List Fall 2003 & Fall 2004, Caterpillar academic scholarship winner 2004