**Career Summary**

Results oriented training and management development professional with solid curriculum design, classroom facilitation, competency-based career planning and 360° multi-rater assessment experience. Accomplished in large organizational training initiatives and high-profile project management.

**Work Experience**

**Arizona State University, Hugh Downs School of Human Communication, Tempe, Arizona,**

January 2007 to Present

Faculty Instructor – January 2011 to Present

* Organize and instruct communication courses on topics including relational, organizational, and small group communication
* Develop asynchronous online classes using Canvas
* Select appropriate teaching materials for assigned courses to ensure that each program/class contains essential curricular components and appropriate content
* Create and submit course syllabi for college approval
* Teach all classes according to approved course syllabus
* Keep students informed and updated concerning course content, requirements, evaluation procedures and attendance requirements
* Keep students informed about their progress through the prompt grading of papers and other work
* Maintain accurate and complete scholastic records, including attendance records and current up to date grades in Canvas
* Maintain office hours for student consultations
* Submit required reports to the appropriate college personnel
* Attend departmental meetings, as necessary
* Selected to co-lead Small Group Communication course restructure for Hugh Downs School of Human Communication

Academic Advisor for Online MA Program – August 2019 to Present

* Manage application process including compiling application materials, messaging the selection committee, processing admits and denials, and sending acceptance and denial letters
* Maintain student files on Canvas
* Communicate with active program students via email, phone calls, and Zoom meetings to answer questions related to their program of study, graduate student processes, and classes
* Process overrides into classes, as necessary
* Review student transcripts, as necessary
* Assist with completion of student forms (continuous enrollment, SAP, course withdrawals, etc.)
* Work with other departments on grad student issues (success coaches, graduate admissions, registrar, etc.)
* Manage iPOS (interactive plan of study) processes by working with students on their plan of study, approving completed plans of study, and approving course changes
* Assist final semester students with graduation preparation
* Send out listserve emails, as necessary
* Manage program listserve by adding and deleting email addresses
* Respond to requests for information sent to the MACOMAPP email address via gograd
* Answer direct email questions from potential students

Graduate Student Instructor / Teaching Assistant - August 2007 to May 2011

* Conducted instruction for two sections of COM 230, Small Group Communication per semester
* Acted as Teaching Assistant for large COM 100 class

**Support Technologies Incorporated (STI), Scottsdale, Arizona**

January 2001 to May 2002

Instructional Designer / Certification Program Training Specialist

* Developed, piloted, and trained Call Center Professional and Call Center Manager certification programs to industry professionals in public sessions
* Customized certification programs to match client specific needs for on-site training initiatives
* Delivered suite of support service industry certification programs including Help Desk Manager and Help Desk Professional programs
* Communicated with support staff to schedule public classes and venues, and coordinate shipment of training materials

**UPS / MicroAge, Tempe, Arizona**

May 1999 to January 2001

Director of Quality, Training and Development

* Coordinated all training and development functions of front-line employees
* Managed a staff of nine Corporate Training Specialists
* Conducted Leadership Development programs for 100+ front-line Supervisors, Managers, and Directors
* Created and managed MicroAge Teleservices University, a company-wide career development program for front-line employees, Supervisors, and Managers

**EDS (Formerly Neodata Services, Inc.)**

**Tempe, Arizona**

January 1998 to May 1999

Leadership Development Facilitator

* Facilitated, created, and coordinated delivery of all Leadership Development training programs for 600+ front-line Supervisors, Managers, and Directors
* Conducted career development workshops to guide participants in identifying skills and deficiencies using Career Architect tools
* Acted as internal consultant on curriculum re-design project of all client mandated interpersonal skills modules for General Motors account in Troy, Michigan

**Des Moines, Iowa / Omaha, Nebraska**

April 1992 to January 1998

Training Manager

* Managed and developed a staff of five Training Specialists serving a regional operation with over 2,000 employees
* Partnered with account management to design training solutions to meet client and operational needs
* Co-led NeoCulture (Neodata’s cultural change initiative) which increased employee retention by over 60%

**Education**

**Arizona State University, Tempe, Arizona**

* Master of Arts in Communication, December 2011
* Bachelor of Arts in Communication, Summa Cum Laude, May 2007

**Additional Certification**

Help Desk 2000 Certified Instructor

Development Dimensions International (DDI) Facilitation Certification

Clark Wilson 360° Feedback Assessment Administration Certification

Career Architect Administration Certification