

RUVI WIJESURIYA

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EXPERIENCE

2007 – TO PRESENT

DIRECTOR, LEARNING EXPERIENCE ENVIRONMENTS, ENTERPRISE TECHNOLOGY,
ARIZONA STATE UNIVERSITY

- Responsible for overseeing the implementation, integration, administration, support, and training for ASU's primary learning platform, utilized by a user base of over 150,000 users.
- Comprehensive 24x7 support for the Learning Management System (LMS), integrations, content capture, content authoring, synchronous virtual collaboration, online proctoring, adaptive technologies, and AI based support and tutoring tools.
- Continuously evaluate emerging technologies, providing recommendations for potential campuswide deployment and support.
- Consultation on software development for special projects, as well as guidance on the effective utilization, deployment, and support of academic technologies.
- Develop and nurture partnerships with college and department-level instructional technology support teams, fostering collaborative growth and enhanced learning experiences.

2004 – 2007

MANAGER, INSTRUCTIONAL TECHNOLOGY SUPPORT, IT, ARIZONA STATE
UNIVERSITY

- Manager of a cross-departmental team that is responsible for ASU's Blackboard Learning Management system, overseeing implementation, administration, support, and training. This area includes support for other learning tools such as online collaboration and proctoring tools.
- Director of support for the alt^A Learning Platform products (Custom developed based on Drupal, Moodle, and Sakai technologies).
- Director of the Microcomputers in Education Conference, Annual K12 Technology conference hosted by ASU.
- Planning, support, teacher training and teaching the Conexiones program - a program that worked with at-risk students throughout the state of Arizona
- R&D and Evaluation of emerging technologies and made recommendations regarding deployment, maintenance and support.

1999 – 2007

ADJUNCT FACULTY

- **Arizona State University:** EMC598 Multimedia Development, UNI294 Information Technology Literacy, APH494 Web Design and Development
- **Rio Salado College:** CIS105 Introduction to Computer Information Systems, CIS133DA Digital Literacy

1996 – 2004

TECHNICAL SUPPORT COORDINATOR AND TRAINER, IT, ARIZONA STATE UNIVERSITY

- Managed centralized support and training for cross campus faculty using the Blackboard online course delivery system
- Managed staffing and resources for the Instructional Support Lab and facilities
- Conducted faculty training and workshops in Blackboard, Adobe PhotoShop, Apple iMovie, Macromedia Flash, Dreamweaver, and Director.
- Hardware, software and connectivity support for the Eruditio Project – a teacher training initiative hosted through ASU, to teach K-12 teachers throughout the state of Arizona.

1996 - 1996

INSRUCTIONAL DESIGNER/DEVELOPER, EDUCATIONAL MANAGEMENT GROUP, A VIACOM COMPANY, SCOTTSDALE, AZ

- Designed and developed multimedia instruction for high school electronic text books using HTML, Macromedia Director 5 with Shockwave, Adobe Photoshop 3.0.5, Adobe Premiere 4.0, and the Palace Internet chat software
- Supervised Macromedia Director programmers and HTML programmers
- Advised and trained curriculum writers on use of multimedia in instruction
- Coordinated beta-testing and bug-fixing of cross-platform CD-ROM based software products
- Trained consultants and technical support staff on installation and use of software

1984 – 1989

MANAGER, SOFTWARE AND TRAINING DEPARTMENT, COMPUTERLAND (PVT) LTD, COLOMBO, SRI LANKA

- Consultation and Sales Support
- System Analysis and Design
- Training and Workshops on PC based software packages
- Customer Support

EDUCATION

DECEMBER 1996

MASTER OF EDUCATION, EDUCATIONAL MEDIA AND COMPUTERS, ARIZONA STATE UNIVERSITY, TEMPE, AZ.

GPA 3.75/4.0

Relevant courses: Learning and Instruction, Instructional Media Design, UX Design, Web Design and Development, Graphic Design, Video Production and Post Production.

MAY 1993

BACHELOR OF SCIENCE, COMPUTER SCIENCE, INDIANA UNIVERSITY OF PENNSYLVANIA, INDIANA, PA

GPA 3.42/4.0

Minor in Applied Statistics.

Relevant Courses: Programming in C, Assembly, Pascal, Cobol, Basic, Educational Psychology

JUNE 1984

DIPLOMA IN COMPUTER SYSTEMS ANALYSIS AND DESIGN, NATIONAL INSTITUTE OF BUSINESS MANAGEMENT, COLOMBO, SRI LANKA

Relevant courses: Hardware basics, Data Structures and Algorithms, Programming in Basic, Cobol, RPG-II, Assembly, and Dbase, Systems Analysis and Design.

SKILLS

- 22 years of experience maintaining and running 24x7 enterprise level systems
- Customer Relationship Management and Support - Implementing and maintaining a 24x7 cross-departmental support structure for students, faculty, and staff.
- Training users and support staff for systems, integrations, application updates, etc.
- Work with vendor partners to improve SAAS products, services, and support
- Coordinate large migrations including working with customers, developers, support staff, trainers, other stakeholders
- Creating and updating Runbooks for over 50 products, incident management, resolution, after action reviews, and remedial procedures
- Systems monitoring and managing on-call 24 support and maintenance teams
- Analytics, usage reports
- User feedback and continuous improvement
- Design and collaborate with development teams to build and customize middleware and product enhancements

ACTIVITIES

- Board member of AAC Inc. – A non-profit Arizona based art collective
- Volunteer with The Walter Hive – a non-profit maker space in south Scottsdale
- 1998-2006 Volunteer with Summer Programs for at risk youth in rural areas and reservations

REFERENCES

- Available upon request