
CAREER SUMMARY

Over 14 years experience in various positions of increasing responsibility in a university setting. Significant strengths in designing and delivering instruction programs to all levels of knowledge, ranging from first year students to graduate students as well as faculty and staff members; excellent interpersonal and communication skills, and a conscientious and energetic individual who thrives in a collaborative and challenging environment.

PROFESSIONAL EXPERIENCE

WAKE FOREST UNIVERSITY, Winston-Salem, NC

2006 - present

Manager of Technology Training, 2006 - present

Provide technology instruction and support to a population of over 6,500 students and 400 faculty and staff.

- Create and implement the "Technology@WFU" program to train 1000+ students on computing at Wake Forest each year in August as part of Freshmen Orientation.
- Update previous year's training for new technology changes in standard software load applications ranging from Adobe Dreamweaver and Microsoft Office, to EndNote. Provide facilitation and training on new the design for over 50 classes for over 600 students each school year.
- Design and provide customized training for over 400 faculty and students (approximately 63 classes) based on the newest technology changes and their needs.
- Provide personalized desktop computer support to over 50 library staff members on an as needed basis.
- Maintain and support ITC computer lab that has 16 computers and logs over 4,000 users a month.
- Member of the Library Technology Team that plans, implements and supports the latest in library technology.
- Participate in and present at an eight-member school consortium that meets twice a year to share information and best practices.
- Serve on the Freshmen Orientation Committee that designs and implements freshmen orientation.
- Participate in special projects such as Get Game@ZSR, a video game night hosted by the Library.

Information Technology Center Specialist III, 1999 - 2006

- Update previous year's training for new technology changes in standard software load applications ranging from Macromedia Dreamweaver and Microsoft Office, to EndNote. Provide facilitation and training on new the design for over 50 classes for over 600 students each school year.
- Design and provide customized training for over 400 faculty and students (approximately 63 classes) based on the newest technology changes and their needs.
- Each year, work with ITC Manager to organize and train 75 adjunct staff into 15 teams that assist in freshman orientation ThinkPad distribution which results in training over 1,000 students in five hours.

Training Manager, 1998-1999

- Designed and implemented training classes for WFU staff and corporate clients.
- Distributed over 800 refurbished laptops annually to the Winston-Salem K-12 educators and trained them on the appropriate use.
- Maintained ICCEL web site.

Information Technology Center Technician, 1995-1998

- Designed and conducted training classes for 500 students, faculty, and staff.
- Maintained library web pages.

Information Technology Center Coordinator, 1994-1995

- Maintained video collection, media lab and multimedia lab.
- Supervised 20 student assistants.

Instructor, WFU Human Resources, part-time, 1993-1995

Art Slide Library Technician, 1991 - 1994.

PRESENTATIONS

ALA TechSource Gaming, Learning, and Libraries Symposium, Chicago Ill., July 2007: Presented "Gaming in Academic Libraries: The Why and How"

East Carolina University Staff Development Program, June 2007: Presented "Get Game@ZSR: The How and Why of Gaming in Libraries"

Computers in Libraries 2006, Washington D.C. March 2006: Presented "Get Game@ZSR: The How and Why of Gaming in Libraries"

ALA, New Orleans, 2006: Displayed poster, "How to Get Game: Conducting Gaming Events in an Academic Library" for the ACRL University Libraries Section Program, "Use What They Own- Go Where They Are: Plugging the Library into Student Gadgets and Habitats!"

BBSEUG 2003, Orlando, 2003: Presented "Evolve or Die: Changing the nature of your Blackboard Training." to over 30 participants.

Educause Mid-Atlantic, Dec. 2001: Presented "Front and Center: Getting library resources Included in Your University's technology plan" to over 50 participants.

Educause 2001, Indianapolis, Nov. 2001: Presented "Spreading the Wealth: University Partnership with Community K12 Schools" to over 25 participants.

Internet Librarian 2000 Conference: Nov. 2000 - Presented "A Team Approach to Building Library Web Sites," with Susan S. Smith and Rosalind Tedford to over 40 participants.

PUBLICATIONS

Marketing Library Services Newsletter Vol 20, No.6 November December 2006 "Gamers Come Out to Play in Wake Forest University's Library"

C&RL News, March 2006 Vol. 67, No. 3, Co-author with Lynn Sutton, article "Got game? Hosting game night in an academic library"

Syllabus Magazine, Dec. 2001 Co-author with Patrick Morton, Review of Compaq Evo N400c

Library Journal's NetConnect, Spring 2001 - "Make it a Team Effort." Smith, Susan S., Tedford, Rosalind L. and Womack, H. D.

EDUCATION

LIS, University of North Carolina-Greensboro, Greensboro, NC 2008

MBA, Wake Forest University, Winston-Salem, NC 2000

BA, English and Art, Wake Forest University, Winston-Salem, NC 1990

TECHNICAL SKILLS

Experienced in the use, support, and training of the following applications:

- Microsoft Office Applications
- Adobe Dreamweaver and other web tools
- Multimedia, scanning and digitization
- Blackboard course management system
- Mozilla, Internet Explorer
- Windows and Apple OS
- Adobe Acrobat and Photoshop
- Endnote reference manager

HONORS AND AWARDS

Selected as Wake Forest University Employee of the Year, October 2001

Elected to Wake Forest University Senate, November 2000

Adviser for WFU Gay-Straight Student Alliance, 2004-2006.