

- 2002–2004 California State University, Long Beach
Faculty Training and Support Coordinator / Blackboard Program Specialist
- Troubleshoot faculty software, hardware, and network issues.
 - Developed curriculum for faculty training on a wide variety of software (Digital Privacy and Security, Encryption, Office, Windows XP).
 - Administered a Blackboard 6.1 server linked to a Peoplesoft 8.0 SIS.
 - Planned and executed a migration from Blackboard 5.5 to Blackboard 6.
- 2000–2002 Sylvan Online Higher Education Los Angeles, California
Instructional Support Specialist
- Provided technical support via phone and e-mail for all instructors.
 - Administered two Blackboard servers.
 - Managed content production in multiple formats for online delivery.
- 1999–2000 Houston County High School Warner Robins, Georgia
English / Tech Theater Teacher
- Taught four English classes and one Technical Theater class.
 - Directed lighting, sound, and set design for all HCHS productions.
- 1996–1999 Williams College Williamstown, Massachusetts
Student Technology Consultant
- Troubleshoot student and faculty software, hardware, and network issues.
 - Helped test and plan addition of support for Windows 95 and 98.

EDUCATION

- 1999 Williams College Williamstown, Massachusetts
B.A. in English
- Solid background in Computer Science; courses include Algorithm Design & Analysis, Data Structures and Advanced Programming.
 - Extensive study of English and world literature.

SKILLS

Expert with Windows 95–Vista, Windows Server 2000–2003, Mac OS 7–10.4, VBScript, Microsoft Office 95–2003, Adobe Photoshop, Pagemaker, Acrobat, Macromedia Director, Flash, Dreamweaver, ProTools, SQL, Altiris. Helpdesk experience with Altiris, HEAT, and Remedy. Networking expert with knowledge of TCP/IP, PPP, PPPoE, 802.11 wireless protocols. Detailed knowledge of online education platforms. Intermediate skills with UNIX, Perl, Java. Fluent in Italian, functional knowledge of Spanish. Eagle Scout. Fast learner. Excellent writer.