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EXPERIENCE

University Without Walls, Skidmore College, Saratoga Springs, NY

Instructional Technologist - October 2001 to present

Provide full support for all instructional technologies related to distance education. Research, evaluate and implement solutions for use in online courses and course components. Provide support to University Without Walls students and faculty to facilitate online communication. Work closely with faculty to translate pedagogical approaches into web interfaces. Identify and research industry trends in order to integrate appropriate technologies into the development of an effective online learning community. Develop and deliver the Summer Faculty Institute, a week-long faculty workshop on pedagogical approaches to online learning. Design and implement an academic web portal to interface with Oracle applications. Promote University Without Walls through presentations and workshops at national and international conferences. Evaluate the need for computer training and support materials for offices under the auspices of the Office of the Dean of Special Programs.

Skidmore College, Saratoga Springs, NY

Coordinator of Training and Documentation - September 1998 to October 2001

Manage the design, implementation and distribution of computer training and support materials. Research and explore new approaches to user training and computer-user interaction. Work with Human Resources to evaluate performance objectives and provide enhanced learning opportunities across campus. Work closely with the faculty, providing consultation, training and technical support in planning and developing online instructional materials. Work closely with University Without Walls faculty and staff to further the integration of technology into the distance education program. Provide a free flowing exchange of information pertaining to the web and new media through featured seminars. Provide general support for administrators, support staff and students in web development, web design, instructional technology, office applications, communications software and other utilities. Develop and deliver in-depth seminars, including the Summer Faculty Institute, January Administrative Institute and Faculty Web Workshop. Teach technology applications and information design to students in the Math and Computer Science, English, Biology, Philosophy and Religion, Classics and Business departments.

Documentation Strategies, Rensselaer, NY

Graphics Specialist and Information Architect - July 1997 to September 1998

Was responsible for all consulting relating to new media and informational graphics. Designed and produced publications and presentations; including annual reports, manuals, marketing material, books, signage and online documentation. Developed graphic style guides and procedures manuals for internal and external materials. Designed training materials, including online courseware and multimedia presentations. Designed structure and presentation of web sites and online information. Coordinated proposal negotiation with clients, external vendors and outside contractors. Clients included New York State Division of the Budget, The New York State Museum, New York State Historical Archives, Krackeler Scientific and Empire Corporate Federal Credit Union.

Federal Reserve Bank of New York, New York, NY

Senior Graphics and Publications Specialist - November 1994 to July 1997

Coordinated design and production of publications, including the *Annual Report*, quarterly *Economic Policy Review*, *Quarterly Performance Report*, and monthly economic newsletter. Provided new design ideas and supported ongoing projects from concept to completion. Developed structure, content and design for internal and external web sites. Worked with all areas of the Bank, coordinating and cataloging all content used in publications. Worked with outside printers and vendors on the production of publications, including commissioning artwork and obtaining bids for service. Supervised creative staff, writing performance appraisals and developing training strategies. Provided senior management with monthly budget analysis and employee time report. Served on system-wide planning committee, developing the conference agenda and course structure for the National Editors and Designers annual conference. Acted as conference Chair, 1995 and 1996.

Senior Graphic Designer - February 1992 to November 1994

Was responsible for the design and production of reports, publications, presentations and in-house promotions. Developed structure, content and design for internal and external web sites. Worked extensively with banking professionals, providing support in data representation techniques and presentation.

Wells Rich Greene BDDP, New York, NY

Informational Graphics Specialist - April 1991 to February 1992

Designed Informational Graphics for the Sales Promotion Group. Worked extensively on IBM and Hertz accounts, designing and producing collateral materials. Developed and produced publications, presentations and standards for in-house. Designed, wrote and produced curriculum guides and trained staff in computer graphics and desktop publishing software.

The Blackstone Group, New York, NY

Graphics Specialist - March 1990 to April 1991

Was responsible for initial development of all in-house graphics capabilities, procedures and standards. Supervised design and production of presentations, promotions and publications. Researched and evaluated hardware/software options for computer graphics applications. Provided support in data representation techniques and presentation. Hired and supervised freelance personnel.

Federal Reserve Bank of New York, New York, NY

Visual Aids Assistant - July 1988 to April 1990

Produced charts, graphs, maps and other visual aids for use in reports, publications, presentations and in-house promotions.

The Conference Board, New York, NY

Staff Chartist - August 1987 to July 1988

Designed and produced charts, maps, schematics, flow charts and technical drawings for corporate presentations and publications.

EDUCATION

New York University, Gallatin School of Individualized Study, New York, NY
BA in Informational Analysis and Design, 1992

Nova Southeastern University, Ft. Lauderdale, FL
MS in Instructional Technology and Distance Education, 2007

TEACHING

Skidmore College, Saratoga Springs, NY

Guest Lecturer

Topics: History of Cartography, Web Design, Social Computing, Educational Technology.

Instructor for UWW Information Literacy Course – Fall 2002, 2003, 2004, 2005, 2006

Introductory class in locating, evaluating and citing online resources.

Supervisor for UWW Independent Study Courses - Fall 2000 to present

Student topics: Information Architecture, Technical Writing and Experience Design.

Instructor for ID100: Information Design and the Web – Spring 2001

Intermediate class in information design and web architecture. Students are required to develop data driven websites with accessible user interfaces.

TECHNICAL APPLICATION AND PROGRAMMING SKILLS

Proficient in Apple, Windows and UNIX environments.

Applications/Languages: Access, Acrobat, Ad Astra, ArcGIS, ColdFusion, CorelDraw, CSS, DeltaGraph, DHTML, Dreamweaver, Excel, Fame, Fireworks, Flash, FrameMaker, Freehand, Freelance, FrontPage, Groupwise, HomeSite, HotDog Pro, HTML, Illustrator, ImageReady, Javascript, Mapedit, Media Wiki, Moveable Type, Oracle Discoverer, PageMaker, Photoshop, Powerpoint, Quark Xpress, SGML, Streamline, TelaGraph, Telnet, Toolbook, Word, Wordperfect.

ASSOCIATIONS

Member of the Graphic Artists Guild, Society for Technical Communication, Association for the Advancement of Computing in Education, Adult Higher Education Alliance, Sloan Asynchronous Learning Network, Empire Quilters Guild and the American Bowling Congress.

AWARDS

Associate Fellow, 2007, Society for Technical Communication
Outstanding Service Award, 2006, Society for Technical Communication
Outstanding Service Award, 2003, Society for Technical Communication
Outstanding Service Award, 2001, Society for Technical Communication
Presidential Merit Award for Excellence, 1996, Federal Reserve Bank of New York

SPECIAL PROJECTS

Program Committee Manager, Technical Communication Summit, May 2007
<http://www.stc.org/54thConf/index.asp>

Deputy Program Committee Manager, STC International Conference, May 2006
<http://www.stc.org/53rdConf/index.asp>

Teaching and Learning with GIS, Middlebury College, June 2005
<http://gis.nitle.org/resources/projects.htm>

PRESENTATIONS

Visualizing Information
STC UK, Cambridge University June 2007
Presentation on the integration of analytic discourse and visual thinking into data representation.

Instructional Design Showcase
SUNY MID Summit, March 2007
Panel presentation on best practices in online course design and faculty training.

GIS: The Visual Display of Spatial Data
IEEE Professional Communication, October 2006
Presentation on the value of integrating GIS technologies and data representation techniques into the technical communication skill set.

Developing a Successful Conference Proposal
Society for Technical Communication, May 2005
Panel discussion on the proposal writing process for presenting papers and workshops for international audiences within the technical communication industry.

I'm Not a Tech Writer
Society for Technical Communication, May 2005
Workshop on changing careers in technical communication, with an emphasis on creativity and character mapping.

Bank Street Versus the Chalkboard

Society for Technical Communication, May 2005

Adult Higher Education Alliance, October 2001

Presentation on the progressive education movement and the application of the Bank Street School pedagogical approach to teaching online.

Back to the Drawing Board: Foundations for Effective Visual Communication

Society for Technical Communication, May 1999, 2000, 2001, 2005; October 2000

Full-day post-conference workshop focused on creativity, perception and visual thinking.

The University Without Walls Faculty Institute: Learning from Success

Sloan ALN Conference, November 2002

Presentation highlighting the methodology of, and culmination of work from, the UWW Summer Faculty Institute.

Technology and Teaching at Skidmore

Collaborating with Technology, May 2002

Union College

Spotlight presentation on the integration of technology into the Skidmore College Curriculum.

Tapping into Creativity

Society for Technical Communication, May 1999, 2000, 2001

Panel discussion on the integration of creativity into technical communication solutions.

Green Eggs and Ham

Society for Technical Communication, March 2001

Presentation on current challenges in single sourcing and interface design.

Making the Complex Clear and Pretty

Society for Technical Communication, May 1999,

Presentation on defining the value of graphic design in the information design profession and skill set.

Information Technologists at Work

Skills and Education for the Information Technologist, September 1997

Rensselaer Polytechnic Institute

Presentation on career paths for technical communication professionals.