LINDA L. MERILLAT

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EDUCATION

Ph.D., Education, Curriculum & Instruction, Educational Communication and Technology, Emphasis in Interaction Design
University of Kansas, Lawrence, KS. Spring 2008.
Advisors: Dr. Ron Aust, Richard Branham.

M.Ed., Education, Curriculum & Instruction, Educational Technology
Washburn University, Topeka, KS, Summer 2002.
Portfolio project: Development of curriculum, tools, and web site for instruction on the abstract concepts of relational databases.
Advisor: Dr. Anne Daugherty

Church Leadership Certificate, Oregon Bible College, Oregon, IL, Summer 1990.

B.S., Computer Science, University of Kansas, Lawrence, KS, Fall 1984.

TEACHING EXPERIENCE

Director, Center for Online Learning and Academic Technology
Provided training and support for faculty and students on effective use of campus technology.
Friends University, 2012-present.

Faculty Support Incorporated
Development of "one-stop" professional development, training, and support solution for faculty:
http://www.facultysupport.com.

- Best practices in the areas of Teaching, Research, Service and Technology Integration
- Resource library with +300 recommended resources
- Online modules and webinars include:
    - New Faculty Orientation
    - Teaching & Learning Best Practices
    - Preparing to Teach Online
    - Blackboard Quick Start

Faculty Support Incorporated, 2011-present.

ASU - Faculty Professional Development
Conceived, designed, and led team to implement comprehensive approach to faculty development encouraging incremental improvement. Components of the approach included:
- Course Development Life Cycle (CDLC) – framework that allows faculty to focus on one aspect of course development at a time without being overwhelmed by the entire process.
- Online course: Quality Teaching and Learning at ASU – step by step guidance on using the eight phases of the CDLC to develop courses.
- Learning Centers – a series of 12 activity-based online modules that provide just-in-time instruction on essential skills needed for effective teaching and learning.
- Course Improvement Tool – assessment tool to evaluate which key benchmarks have been achieved and to provide faculty with targeted resources to guide them in making incremental improvements.
- Knowledgebase an Campus Guides support – resources on addressing common issues with using technology as well as short tutorials on integrating technology.

Redesigned and helped present eight-day summer institute that focused on developing both pedagogical and technology skills based on the phases of the CDLC.

Developed a series of short workshops for faculty to build teaching and technology skills. Topics included:
- The Learning Experience (Human Factors for Educators)
- Course Planning & Design Toolkit
- Blackboard Bootcamp
- Designing Courses in Blackboard
- Using Rubrics for Student Assessment
- Creating Online Tests Using Respondus
- Making the Most of Blackboard
- Working with Large Classes
- Work SMARTer, not Harder (Use of SMARTBoards)

Implemented in Blackboard online orientation training for adjunct faculty members and teaching assistants.
Arkansas State University, 2010-2011

Unity Institute - Faculty Professional Development
Developed a faculty development program to support faculty as they moved from teaching traditional face-to-face courses to teaching online. Elements of program included:
- Face-to-face workshops
- One-on-one consulting on improving individual courses
- Technology training on using Learning Management System (LMS), and developing multimedia materials
- Development of online course to serve as ongoing resource and reference
- Creation of printable training manual
- Customization and branding of LMS to use styles to reinforce identity of courses and draw emphasis to sound pedagogical practice
Unity Institute, 2009-2011

Psychology of Multimedia Design: Human-Computer Interaction
Developed project-based online course for graduate level students on concepts of human-computer interaction. Course also covered Human Factors and User-Centered Design.
Ellis University, 2009

School Technology Planning and Change Management Course
Developed scenario-based online course for graduate level students on planning for and implementing a major technology initiative in their local school.
Ellis University, 2008-2009

Intel Teach to the Future Essentials Course
Presented curriculum to K-8 teachers on implementing project-based learning and integrating technology into the classroom.
University of Kansas, Fall 2007

INDD/GEOG 510 Human Factors
Developed curriculum and provided instruction to industrial design and interior design students. Designed, developed and implemented supporting Web site (hf510-dev.altec.org).
University of Kansas, Fall 2003 & Fall 2006

PI*TEC Online Microsoft Access
Developed curriculum and provided online instruction to graduate students on introductory database concepts.
ALTEC, 2006

PI*TEC Handheld Learning Program
Developed curriculum, provided training, and professional development to teachers from 18 private and independent schools in Missouri on the use of handhelds in their classrooms.
ALTEC, 2004-2006

Relational Database Concepts Using Relational Blocks
Developed a "toy" and curriculum to teach young people and adults about the abstract concepts of relational databases. Have used several times with various groups since the blocks were originally created.
Washburn University, Topeka, KS, 2002

Internet Related Training Courses
Developed and presented several Internet related training courses: beginning Internet, HTML, and cyber-camps for young people.
Midwest Netconnection, Topeka, KS, 1996-1998

Microsoft Office Training
Developed curriculum and provided training on the suite of Microsoft Office products and e-mail.
U.S. Air Force, Scott Air Force Base, 1992

Miscellaneous Courses Taught or Developed
Document Management and Workflow – Kansas Department of Transportation, 1999
Referential Integrity – Olsten Kimberly Quality Care, 1996
Quick and Easy Access Development – Maritz, 1995
Relational Database Design – Southwestern Bell, 1988

PUBLICATIONS

Merillat, L. & Johnson-Leslie, N. (2010). Identifying target audiences for Blackboard professional development at a mid-south university. In *Proceedings of Society for Information Technology & Teacher Education International Conference 2011* (pp. 546-549). Chesapeake, VA: Associate for the Advancement of Computing in Education (AACE).

Merillat, L. (2011). Using rubrics to assess history assignments. In Teaching History to Adolescents: A Quest for Relevance (p. 244-249). New York: Peter Lang Publishing, Inc.

Merillat, L. (2010). Learning Online. In *Making Connections: A First Year Handbook* (pp. 23-28). Boston, MA: Pearson Learning Solutions.

Merillat, L. & Ault, M. (2010). Teaching and learning about rubrics using RubiStar. In C. Crawford et al. (Eds.), *Proceedings of Society for Information Technology & Teacher Education International Conference 2010* (pp. 2783-2790). Chesapeake, VA: Associate for the Advancement of Computing in Education (AACE).

Merillat, L. (2008). Differences between current and past users of RubiStar on the use of rubrics. *Proceedings of E-Learn 2008 World Conference on E-Learning in Corporate, Government, Healthcare, & Higher Education*, Las Vegas, NV, November 17-21, 2008, pp. 3816-3823. Norfolk, VA: Association for the Advancement of Computing in Education (AACE).

Merillat, L. (2008). Exploring the history of and the emotional attachment to a teacher tool using a theoretical framework for interactions. *Dissertation Abstracts International, 69* (04). (UMI No. 3311319).

Merillat, L. & Holvoet, J. (2008). Five effective ways for using technology. In *Fundamentals of Early Childhood Education* (5th Ed., p. 247). Upper Saddle River, NJ: Prentice Hall, Inc.

Merillat, L. (2007). Exploring the level of emotional attachment to a teacher tool in relation to its use, perceived effectiveness, and level of evangelism. *Proceedings of Society for Information Technology & Teacher Education (SITE) 18th International Conference*, San Antonio, TX, March 26-30, 2007, pp. 137-139. Norfolk, VA: Association for the Advancement of Computing in Education (AACE).

Merillat, L., Holvoet, J., & Adams, D. (2007). Technology integration: What happens now? *Learning and Leading with Technology*, 34(6), 20-24.

Merillat, L. & Branham, R. (2005). Human-centered design case study for a workshop and Web repository. *Proceedings of the fourth conference Doctoral Education in Design*, Tempe, AZ, June 25-27, 2005, pp. 171-186. Tempe, AZ: College of Design, Arizona State University.

Paul, J. & Merillat, L. (2003). Moderating effects of ITV on relationships among learning and performance in management education. *Proceedings of Academy of Management Annual Meeting, Seattle, Washington, August, 2003.* Briarcliff Manor, NY: Academy of Management.

Merillat, L., & Daugherty, A. (2002). The use of relational blocks in teaching relational database concepts. *Proceedings of E-Learn 2002 World Conference on E-Learning in Corporate, Government, Healthcare, & Higher Education*, Montreal Canada, October 15-19, 2002, pp. 2677-2678. Norfolk, VA: Association for the Advancement of Computing in Education (AACE).

PRESENTATIONS

Merillat, L., Torres, H., Leslie, S., Smith T.S. (2010). Rethinking Faculty Development: Shifting from Product to Process. Presentation for 16th Annual Sloan Consortium International Conference on Online Learning, November 3, 2010, Orlando, FL.

Torres, H., Leslie, S., Merillat, L., Smith T.S. (2010). A Quality Improvement Perspective in Teaching Online Courses. Presentation for ASU College of Business Teaching Conference 2010, October 27, 2010, Jonesboro, AR.

Merillat, L. (2009). Secrets of a Successful Teacher Tool. Presentation for University of Kansas, Information Systems, March 12, 2009, Lawrence, KS.

Merillat, L., Branham, R., Holvoet, J., Bacon, M., Tiemann, G. (2007). A case study of an interdisciplinary approach to developing a virtual manipulative. Paper presented at the annual meeting of the American Educational Research Association (AERA), Chicago, IL, April 9-13, 2007.

Merillat, L. (2007). Exploring What Works in a Teacher Tool. Poster session presented at the 2007 University of Kansas Graduate Research Seminar, March 14, 2007, Lawrence, KS.

Merillat, L. (2007). Using Handhelds to Promote Collaborative Learning. Workshop presented at the 2007 Midwest Education Technology Conference (METC), February 27, 2007, St. Louis, MO.

Merillat, L. (2006). Building and constructing: Using handhelds to promote creative thinking skills. Poster session presented at the annual National Educational Computing Conference (NECC), San Diego, CA, July 5-7, 2006.

Merillat, L. (1998). Your Ticket to Ride—an Introduction to the Internet. Workshop presented at the 1998 Annual Women's Business Conference, Topeka, Kansas.

Other presentations have been made to the Kansas City Computer-Human Interface (KC-CHI) group, the Kansas City Access User's group, the Strategic Planning Forum in Topeka, KS.

SUBMITTED/SCHEDULED

GRANTS

(2006). Employing a Toy-Like Virtual Manipulative to Introduce Highly Technical Concepts to Novice Users Using Abstract Principles of Relational Databases as an Example. Submitted for NSF Advanced Learning Technologies (ALT). (Not funded).

(2004). Tools, Web Services, and Educational Curriculum to Build a Database Literate Workforce.   Submitted for NSF Information and Data Management (IDM). (Not funded).

(1998). The Use of Wizards and an Individualized Approach in Developing Relational Database Curriculum for the Internet. Submitted for NSF POWRE. (Not funded).

PROFESSIONAL AFFILIATIONS

International Society for Technology in Education (ISTE)
American Educational Research Association (AERA)
Association for Computing Machinery (ACM)
Leadership Greater Topeka, Class of 1997 (Topeka Civic Summit, 1998)

CERTIFICATIONS

PalmOne Education Training Coordinator (PETC)
Intel Master Teacher
Certified Information Technology Project Manager, State of Kansas

HONORS

Recipient, Stoffer Scholar, Washburn University, Summer 2002.

EMPLOYMENT

'11 – present	President, Owner	Faculty Support Incorporated	Jonesboro, AR
'10 – '11	Instructional Designer	Arkansas State University	Jonesboro, AR
'09 – '11	Independent Consultant	Self Employed	Jonesboro, AR
'07 – '09	Project Coordinator	Info. Technology/University of KS	Lawrence, KS
'02 – '07	Specialist/Project Coordinator	ALTEC/University of KS	Lawrence, KS
'99 – '01	Mgr. Systems Development	Sprint	Kansas City, MO
'99 – '99	Consultant	BV Solutions Group	Kansas City, MO
'98 – '99	President, Consultant, Owner	Inf-o, Inc.	Topeka, KS
'96 – '98	VP, Internet Analyst, Owner	Midwest Netconnection, Inc.	Topeka, KS
'95 – '96	Sr. Systems Analyst	Maritz, Inc.	St. Louis, MO
'90 – '95	President, Consultant, Owner	3D Computer Services Inc./Ally, Inc.	St. Louis, MO
'88 – '90	Data/Programmer Analyst	Woodward Governor Co.	Rockford, IL
'88 – '91	Part-time Consultant	Oregon Bible College	Oregon, IL
'85 – '88	Systems Analyst	Southwestern Bell Telephone Co.	St. Louis, MO

PROFESSIONAL EXPERIENCE

Interaction Design
- Skilled in both qualitative and quantitative research techniques

- Developed and taught courses in Human Factors, Human-Computer Interaction, and User-Centered design

- Successfully designed and implemented dozens of interactive systems

Faculty Professional Development
- Developed and presented numerous faculty professional programs for transitioning faculty to use new technology

- Ability to address both technical and pedagogical content

Teaching and Curriculum Development
- Skilled in developing curriculum and training materials for a range of computer related topics

- Developed and presented numerous training sessions on a variety of computer related topics to a range of students throughout career

- Highly developed communication skills

Project Management
- Proficient in the use of project management tools to provide effective oversight of project and to develop necessary reports

- Ability to envision, plan, and manage overall scope of project

- Skilled in establishing and building teams to complete projects

- Demonstrated a high level of business acumen in developing projects

- As small business owner, familiar with several aspects of business fundamentals

Information Engineering
- Served as a facilitator for data modeling, business process re-engineering, high-level Strategic Planning, community visioning exercises and have worked with all levels of management

- Wide range of experience across several functional areas

Business and Systems Analysis
- Experienced in all levels of the systems development life cycle

- Accomplished in the design and development of numerous enterprise-wide applications

- Familiar with several programming languages and knowledgeable of various hardware platforms and operating environments

Internet Development
- Experienced in establishing and operating an ISP (Internet Service Provider)

- Very proficient in designing and developing database driven web sites and applications

- Practiced in the day-to-day management of high-volume, 24x7 sites

- Familiar with security and infrastructure implementation needed for E-Commerce

PROJECTS

FACULTY SUPPORT INCORPORATED   **Mar '11 – present**
Founded company to provide a virtual faculty center and to serve as a "one-stop" resource for professional development, training, and technical support.
- Focus areas cover teaching, research, and service.
- Conceptual framework based on Interactive Teaching Design.
- Resource library.
- Technology briefs (overview, getting started, FAQs, and trouble-shooting).
- My Faculty Center (personalized learning space).
- Virtual classroom.
- Mastery modules.
- On demand technical support.

ARKANSAS STATE UNIVERSITY   **Jan '10 – Mar '11**
Provided instructional design and technical support services to campus.

Faculty Professional Development Strategy
- Conceived, designed, and led team to implement strategy that included:
  - Course Design Life Cycle (CDLC)
  - Online professional development – Quality Teaching & Learning at ASU
  - Learning Centers
  - Course Improvement Tool
  - Knowledgebase and Campus Guides

Childhood Services
- Implemented three online modules in Blackboard:
  - PAS Basics, BAS Basics, and Frameworks
  - Incorporated Flash activities designed with Raptivity
  - Used adaptive release and groups to manage students

Evaluation Kit (online course and instructor evaluations)
- Participated in vendor evaluation trial and made recommendations to team.
- Provided technical support to College of Nursing and College of Education.
- Provided training and developed user manual.
- Coordinated with vendor on implementation.

Strategic Planning
- Developed Intranet site using Blackboard to allow quick and easy publishing of committee results during 3-day strategic planning workshop.
- Provided technical support and summary reporting.

Smarter Measures (online teaching and learning readiness assessment)
- Participated in vendor evaluation trial and made recommendations to team.
- Developed supporting web site and materials.
- Coordinated with vendor on implementation.

Adjunct and Teaching Assistant Orientation
- Implemented online training module in Blackboard.
- Provided technical support and summary reporting.

First Year Experience
- Wrote chapter about online learning that was included in textbook for all first-year students.
- Included activity to use SmarterMeasures to assess personal readiness.

SHADES
- Provided project management technical support and training.
- Coordinated efforts of graduate student.
- Oversaw implementation of Microsoft Project Server application.

UNITY INSTITUTE   **Sep '09 – Apr '11**

Provided professional development, training, and support to faculty members.
- Best practices for teaching and learning.
- Effective use of Learning Management System, CourseWebs.
- Training on incorporating audio and video technology.

UNIVERSITY OF KANSAS   **Aug '07 – Aug '09**

Provided project management for a range of information systems and construction projects.

IT Web Site (2008 - 2009)
- Coordinated efforts to revise IT Web site and supporting business processes to better meet the users' needs.

IPTV (2008 - 2009)
- Coordinated efforts to launch new IPTV service for the campus. IPTV will allow the University to transmit cable TV signals over the IP data network.

Encryption (2008 – 2009)
- Coordinated efforts to launch two new encryption services: e-mail and whole disk. Encryption will allow the University to better manage and protect its information assets.

Online Advising (2007)
- Managed initiative spearheaded by the Provost to allow students, faculty, and staff to manage the advising process with an online tool.

ALTEC at UNIVERSITY OF KANSAS   **Nov '02 – Aug '07**

Designed, implemented and managed projects for the developed of Web-based tools and resources for educators.   Wrote grants for special projects. Conducted literature reviews of research to support projects. Conducted research on topics related to educational technology.

Haskell Indian Nations University CIPA II Program (2006-2007)
- Provided curriculum assessment and writing services for the NASA/CIPA II grant.

Brown v. Board of Education (2006-2007)
- Developed browser-based WebQuest designed for students to use as a team project while visiting this historic site.

Intel Assessment Tool (2005-2006)
- Design and project management of online assessment tool based on rubrics for the Intel Foundation.
- Application partially developed using Flash.
- Designed to support implementation in several languages.

School of Education Online Application (2005-2007)
- Design and project management of Web-based application to enable online student applications.

Technology in Education Resource Center (2004-2010)
- Designed, developed and implemented online resource center cross-indexing materials available from each of the ten Regional in Education Consortiums (RTECs).
- Provide on-going support and maintenance of the site (www.rtec.org).

Project Coordinator (2002-2007)
- ProfilerPro, online survey application. Participated in development of handheld-based version of application (www.profilerpro.com).
- QuizStar, online quiz tool for K-12 and coordinator for E-Learning Creations, commercial licensee of application (quizstar.4teachers.org).
- Transition Coalition, online modules for professional development on topics focusing on the transition from school to adult life for youth with special needs. (2006)
- Special Connections, online professional development for teachers of students with special needs. (2006)

RELATIONAL BLOCKS   **Jan '02 - May '02**
Designed, developed and tested teaching tool designed to teach the abstract concepts of relational databases.

DATABASE DISCOVERY   **Jan '02 - Aug '02**
Designed and developed Web-based prototype to provide educators with background on the use of relational databases and the development of lesson plans.

SPRINT/NCO/ISS   **Nov '99 - Nov '01**
Managed team of 2-3 project managers charged with insuring that projects that affected the company's on-line bill presentment application, My Sprint Account Manager (MySAM), met Operation's requirements and were implemented on-time and on-schedule. Provided key technical support in optimizing the application. Also, provided key technical support to the Internet Correspondence group for the Genesys inbound e-mail application and the introduction of the eShare (e-mail, chat) platform. Contributed to the overall system planning process, process improvement initiatives and eCommerce infrastructure strategy development.

KANSAS DEPARTMENT OF TRANSPORTATION   **Jun '99 - Nov '99**
Led analysis and design efforts to establish framework for a paperless office for this government agency. Using a Document Managment System (FileNet) as a foundation, designed electronic forms and automated workflows to create and manage data in a digital format. This thin-client solution was implemented using FormFlow 99, InTempo, and GPS-WEDGE. Supervised team of 3-5 developers.

UNIVERSITY OF KANSAS   **Feb '99 - May '99**
Designed and developed database driven application to support easy publishing of key university and departmental information over the Web. The flexible design allowed content to be reused seamlessly throughout and optimized the presentation for different audiences. Implemented using Microsoft IIS, Access and Perl.

SPRINT/BITS/SMS   **Jan '97 - Feb '99**
Designed and launched mission critical Intranet sites to support sales, marketing and project management. One site, CSG Broadcast Network, broadcast the latest sales information to hundreds of sales support staff on a daily basis and was implemented using Netscape Enterprise Server, Oracle, and Perl and included an interface to a legacy AS/400 application. Other sites seamlessly integrated existing Microsoft Office files and templates into effective and informative departmental sites. One feature included using Microsoft IIS, Access, and HTX/IDC to provide a real-time visual organization chart complete with digitized photos. Supervised development team of 3-5 developers.

TOPEKA CIVC SUMMIT   **Jan '98 – Oct '98**
Worked with Greater Topeka Leadership class to develop and implement community visioning project. As part of core management team, designed and led planning efforts. Facilitated workshops, and managed follow-up activities.

MIDWEST NETCONNECTION, INC.   **Apr '96 - Aug '98**
Opened the first retail store dedicated to providing Internet related services in Topeka, KS. Developed Internet classes and presented curriculum. Worked with clients in designing and developing Web pages using HTML and required CGI scripts. Created interactive and dynamic sites with forms and supporting backend databases using Microsoft IIS, SQL/Server, and Access. As co-owner supervised activities of 3-8 employees and contractors.

OLSTEN-KIMBERLY QUALITYCARE   **Apr '96 - Oct '96**
Created Data Dictionary from existing database and analyzed database for quality assurance. Provided training to staff on referential integrity. Documented SQL Server database using S-Designor.

MARITZ, INC.   **Jul '93 to Apr '96**
Created, designed, and led development of a "Super Wizard" to help consultants/programmers rapidly develop incentive programs using Microsoft Access. As recognized Access expert provided technical support to other developers. Implemented several Access applications for different Fortune 500 clients. Created curriculum for quickly and easily designing Access applications and presented class to over 24 students. Spear-headed effort to develop PC and Client/Server standards and procedures for entire organization. Provided expertise in connecting Access to SQL Server and Oracle. Organized and led Access User's Group. Designed and implemented Office integration system for sales reps using Excel, Access, and Visual Basic. Created a dynamic desktop publishing system to report survey results for a major paper company using FoxPro for Windows integrated with Word, Excel, and Access. Developed home pages on the World Wide Web including publication of a small book.

DUGAN TOOL AND DIE, INC.   **Jan '95 to Mar '95**
Designed and developed a complete job tracking and costing system for this job shop. This multi-user system using Microsoft Access and FoxPro provides immediate feedback to management from time entered through a bar code system.

SURFACE SYSTEMS, INC.   **Aug '94 to Mar '95**
Worked with management to integrate customer information from four separate systems. Documented system using System Architect. Designed and created a multi-user system under Access to manage all customer and prospect contacts for the company. Also provided interface into Microsoft Word for on-line standards and procedures, form letters and mailing labels.

FISHPOT IMAGES   **Apr '94 to Jun '94**
Developed a custom screen-saver for general distribution using C++.

CARDINAL GLENNON CHILDREN'S HOSPITAL   **Oct '93 to Mar '94**
Designed and created program to manage the Security and Parking needs for the hospital. User-friendly, simple interface was developed using Microsoft Access. Project also included development of User Manuals and training for the system administrators.

GRAYBAR ELECTRIC   **Sep '93 to Jan '94**
Designed and created several applications using FoxPro 2.5, including a conversion of a system from Fortran into a multi-user application running on a Novell network. Worked with other programmers to develop Rapid Application techniques, procedures and templates to support development in this environment.

ANHEUSER-BUSCH   **Jan '93 - Apr '93**
Designed and created profile tracking system for Credit department using Microsoft Access. Provided user support for Clipper database system. Initiated development of Enterprise model for Credit Department. Documented models using Prokit, HarvardGraphics, and WordPerfect.

MASTERCARD INTERNATIONAL   **Feb '91 -Dec '92**
Worked with a team developing an expert system using client/server technologies. Finalized and documented the supporting database design. Implemented design using DB2/2. Performed data

administration duties of database creation and maintenance of database server under LAN Manager. Coded maintenance programs with 'C' and SQL including a static SOL interface written in both 'C' and Easel. Developed routines to automate daily tasks including database backup and recovery using REXX. Received training on KnowledgeWare's ADW.

STATE OF ILLINOIS   **Jun '92 -Aug '92**
Designed and implemented system to allow case workers to use their laptop PC systems to enter data into a database and to print forms while at the client's site. Included functions to upload data to central server. Implemented menu-driven system in FoxPro and WordPerfect.

DEPARTMENTOF DEFENSE   **Sep '91 -Dec '91**
Worked with team to develop data model to support Asset Management for the Department of Defense. Documented model using IEF. As leader of team helped determine strategy for completing project. Facilitated Information Strategic Planning (ISP) workshops.

ACCESS CONTROL TECHNOLOGIES   **Feb '91 to Jun '91**
Worked with client to design accounting system for debit card system used with copiers on university campuses. Implemented menu-driven system in FoxPro.

ATLANTA BIBLE COLLEGE   **Aug '88 -Jun '91**
Interviewed top level management and developed enterprise model. Using enterprise model as a basis designed a multi-user system and implemented it using FoxBase+ on a Novell network supporting both PCs and Macintoshes. Application areas included Membership records, Mailing, Subscriptions, Accounting, and Student Records.

WOODWARD GOVERNOR CO.   **Dec '88 -Dec'90**
Analyzed company's existing database and created logical relational model to be implemented using Oracle. Applications covered every area of this manufacturing company. Used CASE*Designer tool, running on HP workstation under Unix, to document process. Created and maintained support applications using SQL*Plus and SQL*Forms. Coded several reports and validation programs using 'C' and SQL. Designed database conversion program for moving company's data from existing system to Oracle database in real time using 'C'. In addition, helped design and implement the company's health care benefit system using NCR Assembler.

SOUTHWESTERN BELL TELEPHONE CO.   **Jan '85 - Aug '88**
As a member of special team, helped design a relational environment to support the company's billing systems. Used Excelerator, IEF, and in-house database to document the design. Facilitated five man sub-group of team. Developed presentations and training sessions for management.   Maintained several COBOL and Assembler programs downstream from billing. Worked in IBM MVS/XA environment using TSO/ISPF and Panvalet. Completed training course in PUI. Conducted system testing for company's existing major billing systems as well as new systems.

SUPPORTED ORGANIZATIONS AND CLIENTS

Anheuser-Busch	Maritz
Appleton Papers	Mastercard International
Arkansas State University	Olsten-Kimberly Quality Care
Bartlett & West Engineers	Atlanta Bible College
Brown v. Board of Education Historic Site	Proctor & Gamble
Cardinal Glennon Children's Hospital	Ronald McDonald House, Topeka
Department of Defense	Shell Oil Company
Dimac Direct	Southwestern Bell Telephone
DowElanco	Sprint
Eleanor Hart Real Estate	St. Charles Community Church
E-Learning Creations	State of Illinois
Fishpot Images	Surface Systems, Inc.
Graybar Electric	Topeka Chamber of Commerce
Hallmark	Topeka Convention and Visitor's Bureau
Haskell Indian Nations University	United States Air Force
Herman Miller	Unity Institute
Holiday Inn	University of Kansas
Intel Foundation	University of Kansas, School of Education
Kansas Department of Education	VA Medical Center, St. Louis
Kansas Department of Transportation	Wexford, Inc.
Leadership Greater Topeka	Woodward Governor

TECHNICAL SKILLS

Internet Development:	HTML, DreamWeaver, Cold Fusion, Adobe Acrobat, CSS
Multimedia:	Fireworks, Adobe Photoshop, Quicktime, Raptivity (Flash), Corel Draw
Learning Management Systems	Blackboard 8, Blackboard 9, CourseWebs, Moodle, Plone
Programming/Scripting Languages:	PHP, JavaScript, ASP, Java, VB Script, Perl, C++, C, Easel, Lisp, Pascal
Databases:	mySQL, Oracle, SQL Server, PostgreSQL, Microsoft Access, DB2/2, FoxPro for Windows, FoxPro/FoxBase, Clipper
Other Software:	Microsoft Office-(Word, Excel, Powerpoint, Visio), Outlook, MS Project, EndNote, AllClear, Genesys, eShare, FormFlow 99, InTempo, NetObjects Fusion, VRML, VRealm Builder, REXX, Harvard Graphics, WordPerfect
Case Tools/Information Engineering:	S-Designor, System Architect, Prokit, IEF, Oracle's CASE*Design, Excelerator, ADW
Operating Systems:	Windows 7, Windows Vista, Windows XP, Windows 2000, Windows NT, Windows 95 & 98, Unix, MS-DOS, OS/2, MAC
Mainframe Experience:	NCR Assembler, TSS, COBOL, IBM Assembler, TSO

FUNCTIONAL AREA EXPERIENCE

Billing
  Bill Consolidation
  Bill Generation
  Bill Presentment
  Third-Party Billing
Accounting
  Corporate Accounting
  General Ledger
  Accounts Receivable
  Accounts Payable
  Journals
Credit and Collections
  Corporate Financing
  Collections
  Bad Debt
Customer Management
  Customer Data
  Household Demographics
  Customer Partnerships
Statistics
  Market Research
  Fantasy Baseball
  Genome Research
Physical Plant
  Asset Management
  Network Configuration
  Physical Security
  Parking Management
Toll and Rating
  Tariffs and Regulatory Policy
  Rates and Pricing

Manufacturing
  Bill of Materials
  Work Orders
  Scheduling
  Quality Control
  Maintenance
  Manufacturer/Dist. Incentives
Marketing
  Market Research
  Surveys
  Direct Mail
  Marketing Management
  Reports
Sales
  Sales Orders
  Sales Reports
  Sales Incentive Programs
Customer Care
  Call Center
  Customer Contact History
  Trouble-Ticket
Vendors
  Vendor Data
  Purchase Orders
  Vendor Incentive Programs
Fulfillment
  Order Tracking
  Inventory Maintenance
Shipping
  Shipping Manifest
  Shipment Tracking

Communications
  Organizational Web Site
  Resource Portal
  Document Management System
  Broadcast Network
  Screen Saver
Employee
  Employee Data
  Employee Skills
  Employee Time Tracking
  Anniversary Service Awards
  Quality Programs
Health Care Benefits
  Client History
  Medical and Dental Claims
  Claim Payment
Project Management
  Project Data
  Project Tracking
  Project Management Reporting
Education
  Student Data/Enrollment/Grade
  Course/Organization Data
  Online Application
  Quizzes
  Rubrics
  Lesson Plans
  Learning Objects
  Faculty Professional Development
Interaction Design
  Modeling Interactions
  User Experience
  Usability