

Summary

As a seasoned online learning professional, I've dedicated over 25 years to driving innovative solutions in higher education. My expertise spans project management, instructional design, training, and documentation enabling me to effectively plan, organize, and execute projects across diverse teams and cultures. With a strong foundation in pedagogy and user experience, I'm passionate about creating engaging and effective learning experiences. My leadership skills empower me to build strong communities, foster collaboration, and deliver results.

Education

Ed.D. Instructional Technology & Distance Education
Nova Southeastern University

M.A. English: Technical Writing
University of Central Florida

B.A. English Literature
University of Central Florida

B.A. Psychology
University of Central Florida

Skills

- Community Building
- Complex Problem Solving
- Instructional Design
- Online Pedagogy
- Project Management
- Technical Writing
- Training
- UI/UX

Work Experience

Red Willow Solutions, LLC | Remote

Founder & Principal Consultant (Oct. 2025 – Present)

- Provide expert services on a consultant, contract, or staff augmentation basis, including instructional design, documentation, training, UX design, program management, & community building.

Longsight, Inc. | Remote

Director of Training & eLearning Initiatives | Contract (Oct. 2025 – Present)

- Provide Sakai LMS expertise, training, & community engagement to Longsight clients & the Sakai open-source software community
- Serve as Community Manager for the open-source Sakai LMS project

Director of Training & eLearning Initiatives (Sept. 2013 – Sept. 2025)

- Designed & delivered training to support best practices for teaching & learning with Sakai
- Created & update end-user & system administrator documentation for Sakai software
- Provide instructional technology expertise & course design support for Longsight clients
- Researched & conducted competitive analysis for new or enhanced educational technologies, integrations, & services
- Conducted UX research & design for clients & the Sakai project community, including needs analysis, prototypes for proposed development changes to the LMS, collection of user experience & feedback, & served as liaison between developers & end users
- Managed client migration & development projects
- Sakai Community Manager (2018 – 2025): Acted as primary point of contact for the Sakai LMS open-source software community; Led strategic planning for innovation in educational technology to support teaching & learning; Administered Sakai community project systems, such as Google groups, Jira, Confluence, Slack, SakaiLMS.org, Sakai YouTube Channel, etc.; Coordinated Sakai working groups for all areas to ensure project outcome alignment; Planned, organized, & facilitated meetings, conferences, & other events for an international open-source community of higher ed institutions & organizations
- VeriCite - Director of Training & eLearning Initiatives (2016-2018): Created & updated documentation for the VeriCite plagiarism detection service; Authored white papers on topics related to academic integrity; Designed & delivered training & product demonstrations for VeriCite; Assisted with user research, product feature analysis, & quality assurance testing

Academic Partnerships, LLC | Remote

Research Analyst, Learning Technologies (May 2013 – Aug. 2013)

- Provided strategic, scholarly, & operational contributions to advance online learning in higher education
- Researched learning technologies & instructional systems, especially Web 2.0, virtual, game-based, & distributed environments
- Designed & produced online course content through virtual collaborations with remote team members
- Assisted with project planning, policy oversight, program assessment, & partnership management

Software Tools

LMSs: Blackboard, Canvas, Coursera, D2L/Brightspace, Moodle, Sakai

Productivity: MS Office, Google Apps, Open Office, Adobe Creative Suite, Acrobat Pro, Prezi

Web Content Authoring: Dreamweaver, ScreenSteps, Confluence, Wix

Multimedia: Camtasia, Captivate, Articulate, Softchalk, H5P

Graphics: Adobe Illustrator, Adobe Photoshop, Irfanview, Snagit

Web Conferencing: Zoom, MS Teams, GoToMeeting, Webex, Big Blue Button

Communication & Project Planning: Slack, Hipchat, Asana, Trello

Issue Tracking: ZenDesk, Jira, GitHub

Prototyping & User Interface Design: Balsamiq Mockups, Miro, Figma

AI: ChatGPT, Gemini, Claude, Copilot

Awards & Certifications

Project Management Professional (PMP) (2025)

Nielsen Norman Group, UX Certification (2022)

Apereo Fellow (2016 – Present)

Quality Matters Certified Peer Reviewer & QM Certified Independent Trainer (2009 – 2013)

Association of Florida Colleges & Nova Southeastern University Honors Scholar Award (2012)

Seminole State Departmental Pathfinder's Award for Distance Learning (2007)

UCF English Department Teaching Assistantship (1998 – 1999)

Work Experience (continued)

Seminole State College of Florida | Sanford, FL

Manager, Distance Learning Services (Jan. 2003 – May 2013)

- Budget manager, supervisor, & department head for Distance Learning
- Responsible for Distance Learning Program initiatives & strategic planning at Seminole State, including online, hybrid, & technology-enhanced course development & delivery
- Quality Matters Institutional Representative for Seminole State
- Google Apps for Education Administrator for Seminole State
- Lead for planning & implementation of the college LMS (WebCT, ANGEL, & Sakai), including instructional design services for faculty, & student support for online, hybrid, & technology-enhanced courses
- Coordinator & Lead Trainer for faculty & staff professional development workshops on college LMS, Quality Matters, best practices in online learning, & other tools for creating & delivering online courses
- Managed & authored website content for eLearning, including wikis for staff & faculty

Adjunct English Faculty (Aug. 1999 – May 2005)

- Taught ENC1210: Technical Writing online & in person

Instructional Technology Specialist (Jan. 1999 – Jan. 2003)

- LMS administration
- Instructional design & course development
- Faculty training & consulting services
- Faculty & student support for online, hybrid, & technology-enhanced courses

Technical Writer (Aug. 1996 – Jan. 1999)

- Technical writer for NSF funded Physics grant project

ANGEL Learning, Inc. | Remote

Technical Writer | Contract (Jul. 2008 – Mar. 2009)

- Wrote end-user documentation for the ANGEL online learning management software product

Leadership Roles

- Vice Chair, Apereo Foundation Board (2024 – Present)
- Sakai Project Management Committee Member (2016 – Present)
- Co-Chair, Sakai Core Team (2018-Present)
- Chair, Apereo Teaching & Learning & UX Group (2018 – Present)
- Chair, Sakai Virtual Conference Planning (2014 – Present)
- Chair, Sakai Documentation Group (2013 – Present)
- Seminole State College of Florida Leadership Academy (2012 – 2013)
- Co-Chair, Seminole State College of Florida Quality Enhancement Plan (QEP) Technology Sub-Team (2012 – 2013)
- Vice President of Online Affairs for the NSU Abraham S. Fischler School of Education Student Government Association (2012 – 2013)
- Chair, Seminole State Technology Enhanced Learning Committee (2008 - 2013)
- Seminole State College Representative to the Florida Distance Learning Consortium (2005 – 2012)