

Attachment 13-3
Curricula Vita
(samples)

On-Ground Instructors

John Scott

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Summary

- Passion for educating and motivating the delivery and receipt of knowledge
- Demonstrated achiever with exceptional knowledge of marketing, business practices, sales and sales relationships
- Strong fundraising, communications and sales background
- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively
- Extensive computer training, including knowledge of multiple networking environments and business software packages
- Enthusiastic worker

Education

Master of Arts in Management 2014

University of Redlands, Redlands, CA

Top 5% of class, graduating magna cum laude

Concentration in human resource management and business administration and marketing

Bachelor of Science in Business 2010

University of Redlands, Redlands, CA

Top 5% of class, graduating magna cum laude

Concentration in marketing and accounting

Associate of Arts in Sociology 2004

Crafton Hills College, Yucaipa, CA

Graduating with honors

Coursework in industrial organized psychology

Recipient of the Rotary Club Scholarship

Career History

Bodily Injury Claims Adjuster, National General Insurance. 2014-

- Evaluate policy coverage, contact and communicate with insured, claimants, attorneys, body shops and medical staff to determine injuries stemming from auto accident and determine and establish reserve requirements
- current

- Director of Fundraising and Marketing, Yucaipa-Calimesa Amateur Softball Association.** 2012-current
- Directly supervise and participate marketing and fundraising decisions.
 - Brought in funds which quadrupled the previous year's annual budgets
 - Provide comprehensive data reports and data analysis of fundraising
 - Webmaster, maintaining website
- Claims Adjuster and Claims Manager, American International Group.** 2006-2011
- Completed over 6,500 claims throughout tenure. Providing optimum service to policyholders, negotiated fair settlements and identified fraudulent claims
 - Selected by supervisor to assist with file closures, resolve complex claims-processing issues, participate in quality audit controls and monitor claims status updates
 - Promoted to supervisor over 13 employees
 - Recognized in division for cost saving strategies
 - Stayed until job site closed and this group stopped working with auto insurance
- Workers Compensation Claims Technician, State Compensation Insurance Fund.** 2005-2006
- Provided prompt and accurate service for insured and claimants
 - Incorporated coverage within applicable laws
 - Negotiated settlements promptly and with cost saving technique
- Legal Assistant, United States Army.** 1998-2002
- Traveled overseas to Korea and was stationed there for 1 year
 - NCOIC (non-commissioned officer in charge)
 - Responsible for expertly preparing legal documents to great detail
 - Prepared state and federal taxes, wills, powers of attorney and notarized over 8,000 documents
 - Assisted in jury trials at my home base of Fort Huachuca in Arizona and also trials at Forts Bliss and Hood in Texas

Memberships & Affiliations

Andria Marrs

656 East 9th street
Upland, California 91786
909) 215-5195
redplanetfem@yahoo.com

Objective: Looking for an established and thriving construction company which enables its employees to gain experience and grow.

Highlights and Qualifications

- Over 20 years of customer service dealing with a variety of personalities
- Honest, loyal, driven, learns very quickly, excellent multi-tasker, strong ethics
- Team player, creative, outgoing, loves to gain knowledge and experience, detail oriented
- Anticipates needs to accomplish goals, great leadership skills, task and project oriented
- Computer skills: Microsoft Word, Microsoft Excel, Microsoft Project, QuoteExpress

Education

Cambridge College, Rancho Cucamonga, California: Bachelors of Science in Business Management -**2016 GPA 4.0**
San Joaquin Valley College, Rancho Cucamonga, California: Associate of Science in Construction Management -**2008**
Chabot las Positas Community College: Certified OSHA outreach instructor - **2017**

Professional Experience and Training

- Has spent over 9 years effectively communicating with various subcontractors, vendors, owner's representatives, customers and clients while working on a variety of projects.
- Broad experience reading specifications and drawings while locating local representation for specific products as well as researching materials and methods used in construction.
- Comfortable assisting with set up of computer programs such as QuoteExpress software and creating Excel spreadsheets.
- Quickly turns problems and obstacles into opportunities and solutions while thinking globally. Accepts new challenges with a positive attitude and works well under pressure.
- Teaches a variety of subjects relating to the construction industry

Employment History

San Joaquin Valley College, Ontario, California **Construction Instructor** **8/11-Present**
Teaches various subjects related to the construction industry including estimating, scheduling, project management and computer skills, focuses on classroom management, helps students obtain course learning outcomes, meets fast passed deadlines, motivates students to be active in the community and work on networking and soft skills

Marquis Construction, Chino California **Project Engineer** **4/16-10-16**
Supported project management team by creating proposals for clients, tracking submittals through the approval process, managed contracts for subcontractor approval, tracked change order requests, created weekly progress reports and catered to the client's specific needs.

Quick Crete, Norco, California **Assistant Project Manager** **7/15-4/16**
Reviews submittal packages and shop drawings, Organizes/records meeting minutes, assists in managing crews to insure that work orders are produced on schedule, performs cost analysis summaries, communicates with clients to make sure the needs of their projects are met on schedule, Assists in managing the inspection and quality control team to ensure customer expectations are met and exceeded.

Bergman KPRS, Ontario, California **Estimator** **4/13-1/14**
Created proposals and budgets to present information to clients in hopes of obtaining projects ready for construction, created scope sheets for subcontractor analysis, performed in house take-offs for tenant improvements and ground up construction for restaurants, retail and mixed use buildings in the private realm of commercial construction

Hal Hays Construction Inc., Riverside California **Jr. Estimator** **6/12-12/12**
Supported estimating team by reading requests for proposal, identified needed trades for projects, sent out invites spotted holes in subcontractor coverage while building relationships with subcontractors for large federal projects

Athena Engineering Inc., San Dimas California **Assistant Estimator** **4/08-6/12**
Performed HVAC take-offs, talked to subcontractors/suppliers, researched manufacturers, reads specs, assisted in putting together the budget for proposals, attended job walks, was able to intelligently communicate the scope of work

Patrick J. O'Brien, P.E., CCM, PMP, PhD

417 Heart Leaf Terrace SE Leesburg, VA

216-408-8749 ♦ obrien.patrick29@gmail.com

Professional Summary

Design and Construction Executive with demonstrated track record for being highly effective at finding the best methods possible to complete design and construction projects and programs to wide range of standards and expectations. Proficient at taking projects off schedule and over budget and revamping team and resources to ensure success with inventive business strategies and client focused solutions.

Core Competencies

Program Management

Contract Negotiations

Procurement Process Management

Complex Change Management

Adaptive Budget Utilization

Risk Management

Fiscal Accountability

Training & Facilitation

Professional Experience

DC Water & Sewer Authority

August 2017-present

Supervisor, Contracts & Procurement

- Manage EPA Clean and Safe Drinking Water grant programs
- Manage the solicitation and award of \$600 million in contracts annually
- Supervised team responsible for over 1,000 contractor and consultant invoices; all processed within 30 days
- Revised contracting procedures to eliminate layers of redundancy for internal teams and proposing vendors and contractors
- Reduced costs per linear foot by 10% through improved procurement processes in first year

San Joaquin Valley College

September 2006-present

Online Instructor

- Curriculum development for Construction Management program, CON 111, CON 112, CON 113, CON 114, CON 125, CON 135, CON 141, CON 145; General Education History course HIS 301 .
- General education instructor for algebra and accounting classes, MTH 121, MTH 122, HRA 23.
- Instructor for construction management courses.

Thompson Hine/Project Management Consultants (PMC) April 2003-August 2014

Multidisciplinary law firm subsidiary company providing Design & Construction Management Services, Facilitation & Mediation, Project & Risk Management Consulting, Public & Private Financing Consulting

Director

- Project Executive on high profile historic renovation for prestigious university of abandoned building into \$40 million world class concert hall.
- Capital projects program manager for 14 building, 1.5 million square foot facilities, including assistance with funding options and master planning for \$225MM capital program.
- Provide project and program realignment of internal staff and external consultants on \$5 billion public capital improvement program.
- Program Manager on \$460 million successful county project completed 4 months early and under budget.
- Project delivery expert and negotiator for contracts for Guaranteed Maximum Price for CM at Risk, single prime General Trades and Design Build firms.
- Facilitator for mediations on over \$1 billion construction projects over 10 years with a 98% success rate.
- Program Manager and Project Lead for international design team for innovative renewable energy design for Department of Energy grant program.
- Negotiate leases for commercial landlords nationwide.
- Executive responsible for advising client owners on strategic planning and analytical functions on a diverse range of projects.
- Recruited by non-profit organization to diagnose and correct time sensitive phased renovation; project completed within requirements and claims resolved without litigation.

AECOM (URS)

Full-service, global organization providing engineering, design, and construction services.

June 1999-April 2003

Regional Director

January 2001-April 2003

- Progressive executive advancement as construction manager in strategic planning, operating, marketing, administrative and P & L responsibilities for Ohio and Western Pennsylvania region.
- Led efforts to successfully secure additional client services for a \$200 million joint venture by providing effective team building and exemplary customer service.
- Built and directed 40 person management team across three profitable offices.
- Managed project managers in multiple state region on dozens of concurrent projects.

Senior Project Manager

June 1999-December 2000

- Managed \$125 million concurrent design and construction for 9 buildings across 3 districts as multiple prime contractors with three different architects
- Airside Business Park at site of former Allegheny County Airport construction
- Managed preconstruction processes for renovation of oversized high school from full renovation to demolition and new construction of smaller size building at lower total cost

Higher Education Experience

Drexel University – Adjunct Online Faculty, Engineering Management, 2009-2011

Youngstown State University – Part Time Faculty 2011-2017, Civil Engineering

Malone University – P.T. Online Faculty in Environmental Science & Project Management 2009-present

Licenses and Certifications

Professional Engineer, Pennsylvania, Ohio, New York

Project Management Professional, Project Management Institute

Certified Construction Manager, Construction Management Association of America

LEED Accredited Professional Building Design & Construction, U.S. Green Building Council

Education

Pennsylvania State University, Bachelor of Science, Civil Engineering

University of Pittsburgh, Bachelor of Arts

University of Pittsburgh, Master's in Science

Walden University, Doctorate of Philosophy, Engineering Management

Affiliations

Chautauqua Literary and Scientific Circle

Construction Management Association of America

Project Management Institute

Journal of Construction Engineering and Management, peer reviewer

Recent Publications and Presentations

National Utility Contractors Association, Quarterly Meeting, DC Water, *Contract Specification and Payment Improvements*, November 8, 2017.

Cleveland Heights High School Staff Professional Development, *Relocation Planning and Coordination of a Multi-Building Move*, Presenter, March 3, 2017, Cleveland, OH.

Case Western Reserve University, *The Maltz Performing Arts Center– Historic Renovation Projects Challenges and Solutions*, Moderator, September 28, 2015, Cleveland, OH.

Ohio Association of School Business Officials - Winter Seminar, *School Capital Projects*, Panel Discussion, Panelist, January 27, 2015, Columbus, OH.

O'Brien, P.J., & Diperna, D. (2014). Public Private Partnerships and Schedule Risk Management: a Case Study of Akron University's South Residence Hall Project. *International Journal of Emerging Science and Engineering*, 3(1), 8-11.

Society of Marketing Professionals, *Owning the Procurement Process, Panel Discussion*, Moderator, City Club of Cleveland, November 11, 2013.

Project Management Institute, Lake Erie Chapter, *Unique Challenges Managing the Lake High School Construction Project*, Maumee, OH, September 11, 2012.

Cleveland Metropolitan Bar Association, *Green Building & Sustainable Design Elements in the Medical Mart*, Cleveland, OH, August 13, 2012.

Myra FERRETIZ

P.O. Box 4765 Rancho Cucamonga, CA 91729 • (951) 206-7155 • mferretiz@hotmail.com

OJECTIVE: To obtain a position as a qualified BSIS instructor where I can provide guidance and education to the students attending the program.

CERTIFICATIONS

Certifications

- Basic Life Support (BLS/CPR) and HIPAA certified.

EDUCATION

California State University, San Bernardino, CA
MPA 2000

California Baptist University, Riverside, CA
Bachelor's Degree in Business Administration 1999

Chaffey College Rancho Cucamonga, CA
A.A. Correctional Science 1992

EXPERIENCE

Department of Motor Vehicles, Investigations Riverside, CA
Investigator (Police Officer) 2004-Jan 2016

As an Investigator, my duties involved conducting complex criminal, administrative, and civil investigations: identity theft, the sale of or theft of vehicles involving fraud, driver's license and identification cards.

Department of Social Services Culver City, CA
Special Investigator 2000-2004

As a Special Investigator, my duties involved conducting sensitive/complex investigations of sexual assault, child sexual abuse and physical abuse, wrongful or questionable deaths and elderly abuse in both licensed and unlicensed facility operations: locating/interviewing witnesses, victims and suspects.

San Joaquin Valley College Rancho Cucamonga, CA
Adjunct Instructor 2012 – 2017

As an adjunct Instructor for the above campus, I have taught all of the courses within the Criminal Justice program for several years. I am currently assisting and instructing the BSIS program. I am following the lead of the current certified instructor on campus.

California Baptist University, Riverside, CA
Adjunct Instructor

I was given the opportunity to teach a 6-week course in report writing for the Criminal Justice program.

Advocate Schools/Helicon Youth Center,

Position: Sub-Teacher/Counselor

I worked as a sub-teacher/counselor at the above school. I taught grades kindergarten through the twelfth grade.

Riverside, CA

Aug 98- Dec 98

COMPUTER SKILLS & LANGUAGES

Experience working with Microsoft Word and PowerPoint. Speak basic Spanish.

~References Available Upon Request~

San Joaquin Valley College
Curriculum Vitae – 2017

ANGELA D. BARNETT, RDH, MAOL

WORK ADDRESS:

San Joaquin Valley College

Department of Dental Hygiene
4580 Ontario Mills Parkway
Ontario, CA 91764
Phone: (909) 291-8121
Fax: (909) 291-8164
E-MAIL: ANGIE.BARNETT@SJVC.EDU

HOME ADDRESS:

11273 Devin Court
Jurupa Valley, CA
Phone: (909) 638-9516

LICENSURE/CERTIFICATIONS:

Registered Dental Hygienist in California, #17941, Expiration 11/2019
American Heart Association Cardiopulmonary Resuscitation Certification, Expiration 6/2018
Diode Laser Certification, Academy of Laser Dentistry, Issued 7/2012

PROFESSIONAL MEMBERSHIPS:

American Dental Hygienists Association
American Dental Educators Association
California Dental Educators Association
Tri-County Dental Hygienists Society

ACADEMIC APPOINTMENT:

2008–current ***Dental Hygiene Instructor***
Department of Dental Hygiene
San Joaquin Valley College - Rancho Cucamonga Campus
Full-Time, Exempt

FORMAL EDUCATION:

2015-2017 ***Master of Arts in Organizational Leadership***
Saint Mary's University of Minnesota
Winona, Minnesota

1996-1998 ***Bachelor of Science Degree in Dental Hygiene***
University of Southern California, School of Dentistry
Los Angeles, CA

DENTAL CLINICAL PROFESSIONAL EXPERIENCE:

2007-2008 ***Private Practice Registered Dental Hygienist***
Willaim Eich, DDS
San Bernardino, CA

Curriculum Vitae – 2017

2007-2008	Private Practice Registered Dental Hygienist Rakesh Patel, DDS Chino, CA
2007-2008	Private Practice Registered Dental Hygienist Tony Daher, DDS Laverne, CA
2004-2006	Private Practice Registered Dental Hygienist Mark Handelsman, DDS Santa Monica, CA
2005-2006	Private Practice Registered Dental Hygienist Dennis Saffro, DDS Beverly Hills, CA
2001-2005	Private Practice Registered Dental Hygienist Philippe Athuil, DDS Beverly Hills, CA
1999-2005	Private Practice Registered Dental Hygienist Dr. Bahat & Dr. Gordon Beverly Hills, CA

TEACHING EXPERIENCE – DIDACTIC:

COURSE DIRECTOR

2014-Current	DH 33 Clinic Seminar 2 DH 42 Clinic Seminar 3 DH 27 Local Anesthesia
2012-Current	DH 38 Periodontics 3
2012-2014	DH 26 Community Oral Health
2008-2011	DH 14 Intro to Clinic DH 24 Clinic Seminar 2

TEACHING EXPERIENCE – CLINICAL:

COURSE DIRECTOR

2014-Current	DH 135 Clinical Practice 2 DH 143 Clinical Practice 3
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SUPPORTING FACULTY

2011-Current	DH 123 Clinical Practice 1
2008-2014	DH 134 Clinical Practice 2 DH 143 Clinical Practice 3

COURSE DIRECTOR

JUNIOR CLINIC COORDINATOR

2008-2011	DH 123 Clinical Practice 1
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San Joaquin Valley College
Curriculum Vitae – 2017

TEACHING EXPERIENCE – LABORATORY:

COURSE DIRECTOR

2014-Current DH 133 Clinic Seminar 2 Lab
 DH 120 Local Anesthesia Lab

2008-2011 DH 114 Introduction to Clinic Laboratory
 DH 124 Clinic Seminar 1 Laboratory

SUPPORTING FACULTY

2011-Current DH 114 Introduction to Clinic Laboratory
 DH 124 Clinic Seminar 1 Laboratory

2008-2014 DH 120 Local Anesthesia Laboratory
 DH 133 Clinic Seminar 2 Laboratory

PROFESSIONAL / COMMUNITY SERVICE:

2011-2013 Community Committee – *Chair*
 SJVC, Rancho Cucamonga Campus

2013-Current Involvement with Buddhist Tzu-Chi Medical Foundation

2008-Current Tri-County Dental Hygienist Society
 SJVC, Ontario Campus

PROFESSIONAL DEVELOPMENT ACTIVITIES:

Course Name	Sponsor	Date of Course	CE Units
Clinic Calibration for common issues	SJVC Faculty In-Service	12/8/17	2
Advanced Periodontal Instrumentation: Getting to the root of the problem	Anna Pattison, RDH, MS, CE Provider	11/11/17	8
Regulatory Update: What's Happening in 2017?	OSHA Review	9/5/17	2
Managing Medical Waste in a California Dental Office	OSHA Review	6/12/17	2
Mandatory Biennial Infection control Training	OSHA Review	6/12/17	2
Bloodborne Pathogen Training	ProTrainings LLC	2/28/17	1
Managing Hazardous Waste in a California Dental Office	OSHA	2/9/17	2
Using the Mind, Not Just the Memory	CDHEA	1/28/17	6
Best Practices in Dental Hygiene Education	CDHEA	1/29/17	2
Competency Based Education for the Dental Hygiene Educator: Part 2	CDHEA	1/24/16	6
Competency Based Education for the Dental Hygiene Educator: Part 1	CDHEA	1/23/16	3
Clinic Calibration – Periodontal Assessments	SJVC Faculty In-Service	3/11/16	2
Case Calibration	SJVC Faculty In-Service	7/8/16	2
LIRN Training	SJVC Faculty In-Service	9/9/16	2
Hazard Communication Training – A Review of Chemical Health Hazards in Dentistry	OSHA Review	10/14/16	2
Dental Unit Waterlines	OSHA Review	10/14/16	2
Interim Therapeutic restorations: Radiographic Decision Making and Placement of ITRs	SJVC Course ID DCE019	10/27/16	20
Sedation in the Dental Office: An Overview	P & G	12/7/16	2
Clinical Board Examiners Forum: Regulations and Institutional Process	CDHEA	2/8/15	3

San Joaquin Valley College
Curriculum Vitae – 2017

Course Name	Sponsor	Date of Course	CE Units
Ultrasonics and Perioscopy	USC Herman Ostrow School of Dentistry	7/12/15	8
Oral Health and the Connected Body	Philips	10/31/14	7
The Hidden Curriculum, Legal and Ethical Issues for Dental Hygiene Educators and Social Media: Part 2	CDHEA	2/23/2014	2
The Hidden Curriculum, Legal and Ethical Issues for Dental Hygiene Educators and Social Media: Part 1	CDHEA	2/22/2014	6
New Technologies, New Products, New Techniques: What's New in 2013	CDHA	4/12/13	6
Managing ATD Patients in a Dental Office	OSHA Review	1/3/2013	2
HIV: What you need to know Cal/OSHA Annual Bloodborne Pathogens Employee Training	OSHA Review	12/13/13	2
New Federal Hazard Communication Requirements	OSHA Review	11/8/13	2
Mandatory Biennial Infection Control Training	OSHA Review	11/4/13	2
Medical Waste Management	OSHA Review	8/22/13	2
Updating Your Exposure Control Plan Annual Bloodborne Pathogens Employee Training	OSHA Review	4/19/2013	2
Methamphetamine Abuse and Dentistry	OSHA Review	2/22/13	2
Laser Safety and Use in Dental Hygiene	SJVC CE Provider	7/7/2012	8
Caries Process and Prevention Strategies: Epidemiology	Proctor & Gamble	3/29/2012	1
Recognizing and Managing Eating Disorder in Dental Patients	Proctor & Gamble	5/24/2011	2
Marzano Teaching Strategies, Part 2	SJVC In-Service	6/2012	2
Marzano Teaching Methodology , Part 1	SJVC In-Service	4/2012	2
Clinic Calibration - AAP and Calculus Coding	SJVC In-Service	3/2012	2
EagleSoft Calibration	SJVC In-Service	2/2012	1
Rubric Breakout Session	SJVC In-Service	7/2011	1
Systemic Perio: Where is the Link? Osteoporosis/Osteopenia Clinical Implications in Periodontal Therapy	CDHA	5/13/2011	6
Environmental Infection Control in Oral Healthcare Settings	Proctor & Gamble	4/27/2011	2
Engineering Controls TO Minimize BBP Exposure Cal/OSHA Annual Bloodborne Pathogens Employee Training	OSHA Review	4/8/2011	2
Dental Amalgam in Wastewater	OSHA Review	4/8/2011	2
Clinical Teaching in the Undergraduate Clinic	ADEA	3/13/2011	3
Evidence-Based Strategies for Success in Clinic and Preclinic for the Struggling Student	ADEA	3/12/2011	3
Mandatory Biennial California Dental Practice Act Training	OSHA Review	11/5/2010	2
Chart Review	SJVC In-Service	11/2010	1
Managing TB Patients in a Dental Office	OSHA Review	9/10/2010	2
Learning Management System - Angel Training	SJVC In-Service	9/2010	1
You've Been Slimed! Emerging Biofilm Science and Therapeutic Decisions & Redefining the World of Oral Medicine: Your Mouth, Your Body, Your Health and Student Table Clinics	CDHA	5/14/2010	6
Eagle Soft Calibration	SJVC In-Service	5/2010	1
The Ultimate Regulatory Checklist for Dentists – Part 1	OSHA Review	4/9/2010	2

San Joaquin Valley College
Curriculum Vitae – 2017

Course Name	Sponsor	Date of Course	CE Units
Get Motivated Seminar	Anaheim, California	2/17/2010	8
Hazardous Waste Management	OSHA Review	12/11/2009	2
Assessing Anesthetic Option for Non-surgical Periodontal Therapy	Tri-County Dental Hygienists' Society	9/17/2009	2
Eagle Soft Training	SJVC In-Service	9/2009	1
AED Training 2009	SJVC In-Service	9/2009	1
Post-Exposure Management and Follow-Up Annual Bloodborne Pathogens Employee Training	OSHA Review	8/12/2009	2
Mandatory Biennial Infection Control Training	OSHA Review	6/12/2009	2
Medical Waste Management	OSHA Review	4/10/2009	2
X-Ray Safety for Dental Personnel	OSHA Review	2/13/2009	2
Learning Management System - Angel Training	SJVC In-Service	5/2009	1
Learning Management System - Angel Training	SJVC In-Service	11/2008	1
Learning Management System - Angel Training	SJVC In-Service	10/2008	1
Children's Oral Health	Sun Star	12/9/2008	1
Identifying Methamphetamine Abuse in the Dental Setting	Sun Star	12/9/2008	1
DBC Legislative Process	OSHA Review	10/10/2008	2
NFO – Teaching Methodology	SJVC In-Service	4/9-10, 2008	16

Glenn Baxley

Riverside, CA • 951-675-9734 • thebax1@gmail.com • LinkedIn URL

DEAN OF ACADEMIC AFFAIRS + LEAD FACULTY

Expertise in planning, directing, and evaluating higher education operations. Effective and resourceful motivator, team builder, and facilitator with a demonstrated understanding of working with diverse populations and developing and enhancing academic services and programs. Self-reflective, lifelong learner, and leader committed to fostering a culture of excellence and partnering with students, faculty, and staff to provide best in class university support services, programs, and diversity based initiatives.

SELECT CORE STRENGTHS

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- | | | |
|--|---------------------------------------|-------------------------------|
| ✓ Higher Education Administration | ✓ Academic Affairs & Programs | ✓ Institutional Effectiveness |
| ✓ Curriculum & Assessment Design | ✓ Policy & Procedure Development | ✓ Diversity & Inclusion |
| ✓ Short & Long-term Retention Analysis | ✓ Strategic Recruitment & Enrollment | ✓ Student Learning Assessment |
| ✓ Career Services & Job Placement | ✓ Regional & National Accreditation | ✓ Grant Preparation |
| ✓ Faculty/Staff Leadership & Development | ✓ Management Teams/Consensus Building | ✓ Change Management |
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CAREER HIGHLIGHTS

Mt. Sierra College – Monrovia, CA

2010 – 2017

Director of Institutional Effectiveness & Compliance (6/2017 – 9/2017); Dean of Academic Affairs (2015 – 6/2017)

Provide leadership through the supervision and evaluation all academic programs, budgets, personnel, student outcomes analysis and reporting, resource development, and innovation for 175 courses with seven programs of study using online and resident pedagogies. Demonstrate sensitivity toward, and respect for, the myriad of diversity represented in the student population, colleagues, and service area. Also served as Director of General Education from 2011 – 2015 and Adjunct Professor from 2010 – 2011.

- ▶ Also serve as Director of Accessible Education (ADA), providing accommodation and direct service delivery to MSC students with disabilities; determine eligibility and work closely with faculty and departments in the effective, required, and timely delivery of academic materials.
- ▶ Ensure compliance to all accreditors and licensing agencies (currently accredited by ACCSC).
- ▶ Assure availability of properly credentialed faculty to meet curriculum delivery requirements, including the development of faculty staffing plan. Hire, onboard, evaluate, and supervise the professional development of 52 faculty members.
- ▶ Oversee effectiveness reporting for education programs; prepare college-wide action plans, grant reports and strategic enrollment and retention management plans, in consultation with the College's executive leadership team.
- ▶ Collaborate with other Deans and personnel to develop and implement strategic enrollment initiatives; assume shared responsibility for meeting and exceeding performance targets for student recruitment, enrollment, completion, and transfer or job placement.
- ▶ Create and produce all supplementary general education videos for inclusion into the learning management system, including script, voice overs, and all musical underscoring.

Brandman University – Ontario, CA

2007 – Present

Undergraduate English Professor

Deliver dynamic, high quality instruction and advising in English Composition, Children's Literature, Writing About Literature (emphasis on critical analysis), Business and Technical Writing, and Linguistics and Liberal Arts Development. Use a blended method of instructional delivery.

- ▶ Assess student learning by designing assessment that measure or demonstrate student growth, sequencing learning opportunities throughout advising, courses, and program to build student comprehension.
- ▶ Integrate a variety of methods and strategies into the teaching process in order to enhance students' learning experience. Encourage active and collaborative learning, student effort, academic challenge, student and faculty interaction, and support for learners.

- ▶ Collaborate with colleagues in the construction and continuous improvement of measurable learning outcomes; share best practices and participate in instructional, departmental, and institutional research to improve educational effectiveness.

Trident University – Cypress, CA

2014 – 2015

Professor of English

Facilitated and taught online undergraduate classes in English Composition which emphasized introductory writing skills, critical thinking, research skills, and various types of writing. Utilized technology-based teaching platforms to deliver curriculum.

- ▶ Provided competency-based instruction in an engaging learning environment; empowered students to develop competency by sharing a passion for Advanced Composition and related subject matter.
- ▶ Produced and incorporated innovative supplementary videos in order to enhance the learning experience and student outcomes.

DEVRY UNIVERSITY – Anaheim, CA

2010 – 2015

Professor of English – Undergraduate

Promoted and directed successful student learning in Advanced Composition, Business Communications, and Humanities in accordance with DeVry’s catalog description and in accordance with defined course standards and outcomes.

- ▶ Prepared class sessions and assignments to help students grasp course content and how it integrated with overall student learning outcomes. Created a learning environment that encouraged student involvement and participation.
- ▶ Lead member of sequencing committee for curriculum development; collaborated with committee to monitor outcomes of courses, course sequences, and overall programs. Recommended changes in existing course and innovations in curriculum.

Corona Norco Unified School District – Norco, CA

2001 – 2010

Program Developer

Developed, coordinated, and implemented Language Arts Intervention and Language Acquisition programs, services, and initiatives focused on providing targeted, additional support to meet the needs of at-risk students who were not meeting standards in the core instructional program.

- ▶ Created and identified multi-tiered interventions and tools. Expanded research-based service opportunities and enrichment activities through the use of integrated technology.

EDUCATION

Ph.D. in Educational Leadership, Online Learning – expected 9/2017
Trident University, Cypress, CA

Master of Arts (MA) in English • Bachelor of Arts (BA) in English
National University, San Bernardino, CA

Certificate of Completion in ADA Basics

Select Publications:

- From Master Student to Master Employee (Editor). Cengage Publishing, 2016
- Rhythm for the Brain – American Medical Association memory project (Co-author/Composer). Creative Coaching LLC, 2010
- The Alley – Motion Picture (Composer/Arranger). Ironhorse Entertainment, 2009
- Learning Sounds through Listening – An audio disc of vignettes. Corona Norco School District, 2002

Professional Affiliations

- Board of Directors, Virginia Triumphant College
- Sequence Committee – General Education, DeVry University
- Curriculum Designer & Presenter, Nashville Unified School District & Chicago School District

Jim DeBerry
deberry.jim@gmail.com
U.S. Submarine Navy- Honorable Discharge
230 Mandarin Way, Riverside CA 92507
(951)888-6769 Home (951)335-2984 Cell

OBJECTIVE

To acquire a position that will allow me to be an intricate part of an organization for Local, Regional and National recognition as a leader in their field. Will provide efficiency and productivity to this organization, while using broad Teaching, Marketing and Business management skills and people skills.

EMPLOYMENT HISTORY

***Intercoast Colleges*, Riverside CA**

August 2010-Present

"All Trades /Electrical Instructor and Coordinator" responsible for the education of over 1000 students in the HVAC and Electrical trades. Educating in the areas of Alternating Current theory, Motor theory First Aid, CPR, Math Concepts, conduit bending wire pulling and termination and the understanding and use of the NEC code. Also educating in the areas of job success through Networking, Personal confidence and Public speaking. All this while maintaining a 90% or better retention rate. Worked with Career Services in building relations with employers in the Inland Empire for the graduating students. Represent ICC with the Riverside Chamber of Commerce.

***Corenthian Colleges Inc.(Everest Colleges)*, San Bernardino CA**

December 2013- April 2015

Electrical Training instructor teaching in the areas of Conduit Bending, Transformers, Electrical Theory, Mathematics, Power Distribution, Residential Wiring, Hazardous locations, Lighting, Low Voltage wiring, Test Equipment, Solar and Alternative power, National Electric Code(NEC), & Blueprint Reading at the same time giving real life examples of the industry to ready students for the work force in the field of Electricity.

***American Money Group, Inc.* Chino CA**

November 2008-August 2010

VP Marketing / Sales responsible for the restructuring and growth of one of the Nation's fastest growing Educational Insurance Marketing firms. Negotiated 26% greater contracts, doubled revenues, while maintaining and growing marketing and support staff. Developed web base support tools and introduced, maintained and educated thru Social Media marketing and webinars. Worked to make AMG a branded household name. Contracted agencies from NY to HI to be part of the AMG family.

***PAIS*, Colton CA**

April 2006- October 2008

Worked to develop and market to agencies/agents to increase production in the financial services markets. Diligently worked and achieved in the building of the company from 1200 agents to nearly 20,000 in 30 months. Supported 50+ vendors with over 300 agencies nationwide. Provided advance marketing support and sales ideas to generate individual revenues of \$120,000 per month.

***Wealth Investments Network/ Sammons Securities LLC* Upland CA**

November 2002- April 2006

Regional Manager working in the senior, small business and retirement markets. Worked closely with other investment professionals within our firm to help present, analyses of and the setup of financial plans. Also worked to create a professional atmosphere for other financial professionals, through education and in field support. While continuing to service and build a strong clientele base.

***Trilogy Financial Services, Inc. / National Planning Corp.* West Covina, CA**

March 1999-November 2002

Senior Investment Executive responsible for client financial portfolios. This included planning for present and future financial needs of clientele respect to Health Insurance, Life Insurance and investment choices on an ongoing basis. Other related aspects included marketing, networking, seminars and trade shows to increase company branding exposure to the public.

***Independent Capital Management/ Sun America Securities* West Covina CA**

September 1995- March 1999

Investment Advisor working with companies and individuals to create long-term wealth. This was accomplished through tools of Insurance and Securities. Worked on building a clientele base and moved into management position hiring and educating others new to the industry.

***L.A. Tronics* Pasadena CA**

May 1993-September 1995

Manager, responsible for customer service and supervision of store operations. Previously senior sales associate responsible for the product coordination of cellular service and Macintosh and IBM compatible computers. This involved the setup, troubleshooting, customer relations and sale of business related machinery. Also presentation and preparation of business proposals and bids to companies requiring new or upgraded equipment.

***DeBerry's Professional Tools* (a Snap-On Tools franchise)**

February 1990-December 1992

Dealer/ Owner involved in retail sales of professional automotive, aircraft and Marine diagnostic equipment, repair tools and associated equipment. Handled all facets of sales from inventory to creative financing for clients. Revenue figures netted greater than \$300,000 annually. These figures relate to the top 100 sales in the western division of Snap on Tools. Also handled merchandising in a mobile showroom store and in -business sales.

Self Employed Independent contractor**January 1993-Present**

Job requirements include being responsible for habitability maintenance and property management repairs of multiple rental properties in Los Angeles and the San Gabriel Valley area. Responded to preventative maintenance and repairs on an on call basis while keeping positive cash flow. Task requires knowledge in Carpentry, Plumbing, Roofing, Sheetrock installation and Electrical.

Contracted to Texas Utilities Power Generating Co.**February 1983-December 1989**

Field Design Engineer (Instrumentation Controls, Mechanical and Electrical) leading a design department with the responsibilities of scheduling, design verification and interdepartmental coordination. Responsibility also required setting up department standards to meet client requirements. Worked with state of the art design equipment and computers.

Burns & Roe Engineering**May 1982-February 1983**

Provided design and engineering support (Mechanical and Electrical) for Washington Public Power Supply System with vendor supplied equipment arrangements and system support documentation.

Intermountain West Insulation**June 1981-May 1982**

Worked in a supervisory position providing support with installation and inspection in both new and old building while also maintaining company equipment.

U.S. Navy**June 1976- May 1981**

Responsibilities were repair and operation of numerous submarine sonar systems in port and abroad. Various types of equipment involved were electronic in nature and also the first use of portable computers.

EDUCATION**Pasadena City College, Pasadena CA****1993-1994**

AS Degree Business Management and Medical Science

Texas A&M, College Station TX**1988-1992**

Instructors Training, Leadership Training, Rescue & Extraction procedures and High Angle Rescue

Texas A&M Extension Course**1988-1993**

Swift water rescue, high angle repelling and various other forms of rescue with the Jaws of Life and other necessary equipment. Tactical support and situation assessment training.

Weatherford College, Weatherford TX**1986-1988**

Emergency Medicine and Para medicine practices. (Degreed in Para medicine/ Texas EMT and Paramedic)

Vocational Tech Institute, Arlington TX**1985**

Engineering Design methods.

Columbia Basin College, Pasco WA**1982**

Design Engineering Program

U.S. Navy**1976-1981**

Submarine operations, Advanced Electronics repair and maintenance, and Sonar Technician training. Extension courses while under way thru Charleston University in Business.

East Valley High School, Yakima WA**1972-1976**

Diploma

ASSOCIATIONS/ AFFILIATIONS

Business Network International (BNI)

2004-2005

Upland Chamber of Commerce member

2002-2004

Toast Masters International

2000-2003

West Covina Lions Club (Board Member 2001-2002)

1999-2002

West Covina Chamber of Commerce (Board of Directors 1999-2001)

1996-2002

Instrumentation Society of America

1983-1990

Texas Emergency Medical Services

1988-1993

Hood County Volunteer Rescue

1988-1993

Boy Scouts of America (Regional Quartermaster/ Troop Master)

1990-Present

Riverside Chamber of Commerce

2012-Present

Curriculum Vitae

Effat Zeidan

5442 Sepulveda Ave

San Bernardino,

California, 92404

+1(909)-991-8035

Email: e_zeidan@uncg.edu

PhD graduate in the field of Nanoscience seeking employment in the biomedical/bioassay development/Environmental industry

Summary of Qualifications

- Experience in developing and optimizing Surface plasmon resonance imaging-based immunosensors for amplified multi-target detection in buffer.
- Developed an oligonucleotide SPRi biosensor for amplified-small molecule sensing.
- Ability to contribute to research projects and data analysis.
- Background in writing journal publications and review articles.
- Teaching assistant experience in undergraduate chemistry lab and graduate nanochemistry lab.
- Tutoring experience in graduate nanophysics, undergraduate general chemistry as well as organic chemistry.
- Excellent public speaking and presentation skills.

Curriculum Vitae – Effat Zeidan

Education

- August 2012- May 2016 PhD Candidate in Nanoscience at the University of North Carolina at Greensboro, Department of Nanoscience (JSNN-UNCG) (**Graduated**)
- October 2009 – June 2012 Bachelors of Science Degree in Chemistry-Premed, Department of Chemistry, American University of Beirut (AUB)
-

Research Experience & Publications

- August 2012- December 2015 A. Vance, E. Zeidan, L. B. Williams, J. M. Starobin and M. G. Sandros, An easy method to synthesize carbon-coated quantum dots, Nano LIFE 3, 1340006, (2013). **Published May.3. 2013**
- Effat Zeidan, Stephen Vance, and Marinella G. Sandros, Chapter 07, “Current Nanodelivery Systems for Imaging and Therapeutics”, Nanoscience and Nanoengineering: Advances and Applications. **Published May.28. 2014**
- Effat Zeidan, Marinella G. Sandros, Christopher Kepley, Christie Sayes, Surface Plasmon Resonance (SPR): A Label-Free Tool for Cellular Analyses. Review. Nanomedicine. **Published in June 2015**
- Stephen Vance*, Effat Zeidan*, Marinella G. Sandros, Comparative Analysis of Human Growth Hormone in Serum using SPRi, Nano-SPRi and ELISA assays, Journal of Visualized Experiments. **In Press as of July 2015**
- Single-Multiplex Detection of Organ Injury Biomarkers using SPRi based Nano-Immunosensor. (**Manuscript in consideration - Scientific Reports**)
- Effat Zeidan, Renuka Shivaji, Vincent C. Henrich, Marinella G. Sandros, Nano-SPRi Aptasensor for the Detection of Progesterone in Buffer. Nature-Scientific Reports. **Published in May.23.2016**
- September 2011- May 2012 Sensing of Hydrogen Peroxide at Low Surface Density Assemblies of Pt Nanoparticles in Polyelectrolyte, American University of Beirut, Beirut, Lebanon: Advisor: Prof. L. Halaoui
- February 2011- June 2011 Characterization of Gold nanoparticles Assembled on Cadmium Sulfide Surface on Tin Oxide coated glass substrates, American University of Beirut, Beirut, Lebanon, Advisor: Prof. L. Halaoui

Laboratory Skills

Inorganic Synthesis

- Conventional and microwave synthesis of platinum, gold, and Cadmium Selenide nanoparticles
- Synthesis of PDDA /Pt Nanoparticles and Film Assembly on Tin Oxide coated glass substrates
- Microwave synthesis and surface functionalization of nanoparticles

Characterization Techniques

- 700 and 400 MHZ Nuclear magnetic resonance (NMR)
- Near infrared ultra-violet visible spectrometer (NIR-UV-VIS)
- Fourier transform infrared spectrometer (FTIR)
- XploRA ONE Raman spectrometer
- X-ray Diffractometer,
- 700 series ICP-OES for various elemental detection of biological and non-biological samples

Label-free biomolecular interaction Analysis

- Functionalizing gold coated biochips conventionally and by microwave technology using various surface chemistries
- Developing and optimizing label-free assays for multiplex detection of biomarkers using SPRi
- Surface plasmon resonance imaging analysis (SPRi-PlexII/SPRi-Lab+)

Microscopy:

- Confocal Microscopy

Other

- Enzyme-linked Immunosorbent assay (ELISA)
- Cell culture of various cell lines
- Testing single-cell health using both Raman spectroscopy and surface plasmon resonance imaging microscopy upon exposure to quantum dots in buffer and cell media
- Real-time qPCR analysis

Teaching Experience

- Private tutor in chemistry and physics in high school, Lebanon, **Fall and Spring 2008**
- Tutor in Nanophysics graduate course at the Joint School of Nanoscience and Nanoengineering-UNCG, Greensboro, North Carolina **January 2013-April 2013**

Curriculum Vitae – Effat Zeidan

- Taught the Nanochemistry lab rotation under the supervision of Dr. Marinella Sandros at the Joint School of Nanoscience and Nanoengineering- UNCG, Greensboro, North Carolina **August 2013-December 2013, August 2014-December 2014**
- Mentor for high school and Undergraduate interns, Joint School of Nanoscience and Nanoengineering-UNCG, Greensboro, North Carolina **May 2013- August 2014**

Memberships and Certifications

- Member of Chemistry Student Society, AUB, Beirut, Lebanon, **October 2011 – August 2012**
- Women in Bio (WIB) member, WIB conference, Raleigh, NC **October 2012-Present**
- Member of Girls in Science and Technology (GIST) project lead by Dr. Marinella Sandros, Greensboro, NC, **April 2013-April 2014**
- Active member of the Society of Applied Spectroscopy (SAS)
- Adult and pediatric First Aid/CPR/AED American red cross certified
- UNCG Real-Time qPCR Workshop Certification (Molecular Core Lab), **September, 19-20, 2015**
- California Basic Educational Skills Test (CBEST) qualified.

Volunteer Work

- Courtesy Officer at the American University of Beirut Medical Center, **October 2010 – March 2011**
- Volunteer at the Center for Civic Engagement and Community Service, AUB, Beirut **January 2010 – June 2010**
- Scientific demonstrations for middle school and high school students “The NC general assembly day”, NC Legislative Building, Raleigh, NC, **April.16.2013**
- Scientific demonstrations for middle school and high school students “The Nanodays Science festival”, NC state University, Centennial Campus, Raleigh, NC, **April.26.2013**

Oral Presentations

The Great Scientific Expo, SciX presented by FACCS, Reno, Nevada, **September 2014**

- **Presenter** of the talk “*In Vitro Assessment of Nanomaterials Cytotoxicity Using Surface Plasmon Resonance Imaging*”

Poster Presentations

1. Presenter of the poster “*An easy method to synthesize carbon-coated quantum dots*”
 - Nanomanufacturing Conference and winner of the poster presentation, Joint School of Nanoscience and Nanoengineering-UNCG, Greensboro, NC, **September.25.2013**
 - CNC-ACS 14th Annual Poster Night, Syngenta, Greensboro, NC, **April 2014**
 - 1st Electronic Conference on Materials, **May 2014**
2. Poster 1 title: “*Comparing ELISA and SPRI for the Detection of Doping Agents*”
Poster 2 title: “*Aptamer selection for use with SPRI*”
 - The Great Scientific Expo, SciX presented by FACCS, Reno, Nevada, **September 2014**
3. Poster title: “*Measuring Human Growth Hormone levels using a NanoSPRI Platform*”
 - CNC-ACS 15th Annual Poster Night, Syngenta, Greensboro, NC **April 2015**

Computer Skills

- Microsoft Office
- Excel
- Introduction to Programming - Visual Basics
- Intro to Matlab
- ChemDraw

Languages

- Arabic
- English
- Moderate skills in written and spoken French

References

Provided upon request

Greg Evans

901 East Washington Street Apt. 446 Colton, CA 92324 (c) 678.860.8525 (e) gregory.evans@gmx.us

PROFESSIONAL EXPERIENCE

2012 - Present City of San Bernardino, Municipal Water Department, San Bernardino, CA

Maintenance Superintendent

- Planning, organizing, directing, and coordinating daily activities including corrective, preventive, and predictive maintenance for waste water treatment facilities up to 36 million gallons per day (MGD).
- Supervising staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained and adhere to policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Developing and implementing maintenance policies and procedures; maintaining detailed and accurate records.
- Program Management, applying Reliability Centered Maintenance, and lean manufacturing techniques conducting root cause analysis to solve systemic problems.
- Analyzing, verifying, reconciling, and reporting financial transactions for a 4.9 million dollar budget.
- Administrator of the Maximo Computerized Maintenance Management System (CMMS). Performing and verifying data entries, establish and monitor personnel access and usage, perform system debugging, hardware repair, and regular data backup.
- Troubleshooting software anomalies, network and hardware failures, performing backups and system upgrades, and establishing and monitoring personnel access and usage.
- Project Management, interpreting blue prints, schematics and other complex documents engage in hiring contractors and negotiating terms.
- Collaborating with operations staff, engineers, contractors, and suppliers to plan and implement operations, building, and grounds improvement projects.
- Performing highly complex installation and repairs of equipment required to meet operational goals and Environmental Protection Agency compliance standards.

2012 - Present San Joaquin Valley College, Ontario, CA 92032

Instructor, Industrial Technology

- Provide vocational instruction in industrial maintenance subjects and concepts such as preventive and predictive maintenance, troubleshooting, and work order systems.
- OSHA and industrial safety (lockout-tag out, confined space, hazardous communication, . . .)
- Power Transmission system principles, bearings, gears, belt and chain drive maintenance, troubleshooting, alignments, and lubrication.
- Hydraulic and Pneumatic system principles, pumps, motors, valves, and cylinder maintenance and troubleshooting.
- Industrial Electrical system principles – single and three-phase AC & DC systems, motor controls, power distribution, wiring, soldering bending conduit.
- Programmable Logic Controllers (PLC's) system principles, Relay Ladder Logic programming, input and output device troubleshooting, variable frequency drive programming.

2000-2012 Gwinnett County, Department of Water Resources, Lawrenceville, GA

Trades Manager

United States Air Force, McClellan Air Force Base, Sacramento, CA

Chief of Quality

United States Air Force, Edwards Air Force Base, Edwards CA

Avionics Section Flight Chief (Superintendent)

United States Air Force, various assignments continental U.S. and abroad

Lead Avionics Technician

United States Navy, Naval Air Station Pensacola, FL

Graphics Artist

EDUCATION

Present	University of California, Irvine, CA	Certificate, Project Management
2008	University of Phoenix, Phoenix, AZ	Masters, Information Systems Management
2000	Chapman University, Sacramento, CA	Masters, Organizational Leadership
1998	Chapman University, Sacramento, CA	Bachelor, Social Science
1994	Community College of the Air Force	Associate of Science, Avionics Technology

AWARDS

United States Air Force

- Meritorious Service Medal
- Air Force Commendation Medal (4 awards)
- Air Force Achievement Medal
- Air Force Outstanding Unit Award with Valor (4 awards)
- Non-Commissioned Officer of the Year

CAMPAIGNS

- Operation Desert Shield
- Operation Provide Comfort
- Operation Provide Comfort II
- Operation Provide Hope
- Operation Desert Fox

ADDITIONAL SKILLS

- Microsoft Suite - WORD, ACCESS, POWERPOINT, EXCEL, MS Project, MS Visio
- Communication - excellent verbal and written skills
- Management - excellent analytical and problem solving skills, self starter, results oriented, decisive, ability to work individually and within a team
- Maintenance and repair on aircraft systems A-10, B-52H, C-130H, C-140, F-16(various models/versions) F-117A, KC-135A, T-39A, VC-135, YF-23 aircraft and UH1N helicopters
- Security clearances include secret and special access, both inactive
- Avionics Systems; Ultra, Very, and High Frequency Radios, and Satellite Communications; Digital Flight Controls; Weather and Fire Control Radar, Advanced Navigational Systems
- Electronics systems - instrumentation, controls, and Programmable Logic Controllers (PLC) repair
- Electrical systems repair – AD & DC motors, variable speed drives and commercial 208-480 volt systems
- Mechanical - centrifuges, gearboxes, pumps, valves, and gas powered engines
- Graphics Artist for the United States Navy

Greg Evans

901 East Washington Street Apt. 446 Colton, CA 92324 (c) 678.860.8525 (e) gregory.evans@gmx.us

Ne'Quoia "Nikki" Paialii

P.O. BOX 1226 Rialto, Ca. 92377 Cellular: (909) 205-8293 E-mail: nikki.titans@yahoo.com

Objective: To secure a position within the health care industry that allows me to directly impact the success of my company, co-workers, and students/customers in a positive manner. I seek the opportunity to maximize the use of all my skills, develop new skills and allow me to provide exceptional leadership to groups and individuals that aspire to excel in the health care field.

Core Professional Strengths & Qualifications:

- ❖ Results-driven professional with refined leadership skills; extensive background in medical office operations and management, classroom management and instructing medical assisting and medical billing courses.
- ❖ Excellent oral and written communication, interpersonal, intuitive, organization, business, analytical problem solving and leadership skills. Thrive in both individual and team environments.
- ❖ Known for ability to develop and lead dynamic, highly-motivated teams. Skilled in establishing organization goals and motivating staff to higher levels of production and profitability.
- ❖ Experienced medical biller (HMO's, IPA's, PPO's, Medicare, Medi-cal, Worker's Comp, MVA's, and other private insurances).
- ❖ Highly skilled in the use of all of Microsoft applications, QuickBooks, Compumedic. **Certified Claim Gear Instructor.**
- ❖ Skilled in interpreting provider and ancillary contracts and member health plan benefits.
- ❖ Type 75 wpm and 10 key by touch.
- ❖ **Current BLS certification and CPR Instructor certification.**
- ❖ NCMA certification. Certified NCCT Test Proctor.

Professional Experience:

Title: Medical Office Administration Instructor **December 2016 - Present**
San Joaquin Valley College, 4580 Ontario Mills Pkwy, Ontario, CA 91764 (909) 948-7582

Instruct students on the fundamentals of medical office administration and billing/coding procedures. Provide quality delivery of assigned course information by planning, preparing, and delivering quality classroom instruction in participatory, interactive student involved modalities. Maintain accurate attendance and academic grade records. Tutor students who have difficulty comprehending the lesson material

Title: Medical Assisting Instructor **November 2015 - January 2016**
United Education Institute 4730 Ontario Mills Pkwy, Ontario, CA 91764 (909) 476-2424

Provide quality delivery of assigned course information by planning, preparing, and delivering quality classroom instruction in participatory, interactive student involved modalities. Provide guidance and academic support to students to facilitate course completion. Maintain a high student retention rate based on organizational and regulatory expectations. Evaluate and resolve student inquiries, issues, problems, and ensure appropriate action is taken to resolve issues. Ensure that students achieve soft skills and technical skills that lead to employability.

Title: Medical Assisting Instructor **June 2008 - April 2015**
Everest College- Ontario Campus 1460 S Milliken Ave Ontario, CA 91761 (909) 984-5027

Provide quality delivery of assigned course information by planning, preparing, and delivering quality classroom instruction in participatory, interactive student involved modalities. Provide guidance and academic support to students to facilitate course completion. Maintain a high student retention rate based on organizational and regulatory expectations. Evaluate and resolve student inquiries, issues, problems, and ensure appropriate action is taken to resolve issues. Ensure that students achieve soft skills and technical skills that lead to employability.

Title: Medical Assistant/Billing & Coding Instructor**August 2007- December 2007**

Summit Career College 1250 E Cooley Drive. Colton, CA 92324

(909) 422-8950

Instruct students on the fundamentals of medical assisting and billing & coding. Introduce students to basic medical terminology, pharmacology, clinical/laboratory procedures, and anatomy & physiology. Motivate students to excel in all areas. Maintain accurate attendance and academic grade records. Tutor students who have difficulty comprehending the lesson material.

Title: Medical Assistant Instructor**April 2006 - August 2007**

Concorde Career College 201 E. Airport Drive San Bernardino, CA 92408

(909) 884-8891

Instruct students on the fundamentals of medical assisting including medical terminology, pharmacology, clinical/laboratory procedures, and anatomy & physiology. Motivate students to excel in all areas. Maintain accurate attendance and academic grade records. Tutor students who have difficulty comprehending the lesson material. Teach CPR courses. Proctor student testing session for national certification exam. Administratively assist the medical program director as needed. Active participant of the medical advisory board.

Title: Utilization Review Assistant**July 2004 to March 2006**

Western Growers Assurance Trust/Pinnacle Claims Management 17620 Fitch Street, Irvine CA 92614

(949) 863-1000

Assistant to the supervisor of the Utilization/Medical Review and Case Management department. Review and authorize or deny requested surgical, imaging, and diagnostic procedures based on medical necessity and the member's plan benefits. Identify, review, and report all potential high dollar cases to appropriate reinsurance carrier based on catastrophic diagnosis and hospital length of stay. Update and report monthly, quarterly, and annual UR department financial savings to the board of trustees. Pre-process life benefit claims for life insurance policies. Price professional medical and dental claims via direct access to the Blue Cross system. Order supplies for department and maintain the organization of case management files.

Title: Medical Biller/ Patient Account Representative**September 2004 - March 2006**

Shirin Afrasiabi, MD Inc/Elham Taeed M.D. Inc 2301 Newport Blvd., Costa Mesa CA 92627

(949) 548-5700

Sole medical biller for private pediatrician and internist. Generate claims; bill to HMO, PPO, Medicare, Worker's Comp, motor vehicle insurance carriers, Caloptima/Medi-cal, and patients. Appeals. Benefit and eligibility verification. Create and report monthly, quarterly, and annual billing reports. Collected over \$160,000 more than the year previous (positive cash flow) from overdue accounts within the last twelve months.

Title: Medical Office Manager/Medical Assistant**September 2002 - February 2004**

Shirin Afrasiabi, MD Inc/Elham Taeed M.D. Inc 2301 Newport Blvd., Costa Mesa CA 92627

(949) 548-5700

Initially hired as a back office medical assistant; promoted to office manager within my first year of employment. Responsible for A/P and A/R, payroll/payroll taxes and daily bank deposits. In charge of recruiting, selecting, training, disciplining, discharging and developing front and back office medical staff. Also developed organizational and individual employee goals and objectives; devised methods for employees to obtain goals. Developed and maintained medical office policies and procedures. Also functioned as sole medical biller for internal medicine and pediatric physicians.

Title: Medical Assistant/Back Office**January 2002 - August 2002**

Arroyo Seco Medical Group 301 E. Fair Oaks Avenue Pasadena, CA 91105

(626) 795-7556

One of many back office nurses to internal medicine and family practice doctors. Rooming and discharging patients, injections, venipunctures, EKG's, ear lavages, and assisting with papsmears, etc. on a daily basis. Submit referrals for review to IPA. Triage, reporting lab and x-ray results to patients and prescription refills also performed on a daily basis.

Title: Medical Assistant/Back Office**September 2000-January 2002**

Del Mar Family Practice 12395 El Camino Real #100 Del Mar, CA 92130

(858) 793-2727

One of two nurses for a busy, private family practice doctor. General nursing and lab procedures for routine physicals and well child checks as well as acute/urgent care patients. Set-up and assist for pap smears, stress tests, flexible sigmoidoscopies, endometrial biopsies, and minor surgeries in a sterile field. Triage, patient call-backs, prescription refills, immunotherapy, multiple venipunctures and injections performed on a daily basis.

Experience Continued:**Title: Front/Back Office Medical Assistant****September 1998 - December 1999**

Universal Care-Corporate Office 1600 E. Hill Street Signal Hill, CA 90806

(800) 635-6668-HR

Medical assistant float for front and back office staff at several different clinics across Los Angeles County.

Education:

Junior/ Undergraduate student Everest Online
Major: Bachelor of Science in Healthcare Administration

Concorde Career College Anaheim, California
Medical Assistant Course
Certification: October 1998

Monrovia High School Monrovia, California
General Education/Honors
High School Diploma: June 1996

References:

I have provided immediate professional references; however, I can provide a few other written and/or verbal professional references upon request.

Shon Belk, NCMAA

Lead Billing & Coding Instructor

American Career College- Ontario Campus

(909) 232-5777

Jamie Danforth

Dean of Education

San Joaquin Valley College- Ontario Campus

(909) 518-8190

*Please note: When calling for reference/recommendation purposes, my nickname is Nikki. Most employers/reference contacts remember me best by my nickname.

Jesse M. Diaz

32891 Avenue E
Yucaipa, CA 92399
Phone: 951.534.8690
Email: jesse.diaz.75@gmail.com

OBJECTIVE: SJVC FILE

QUALIFICATIONS

- More than 9 years of experience creating curriculum and designing training courses.
- Master's level courses in instructional design and curriculum.
- 12+ years of training and adult education curriculum experience.
- Designed and maintained new, custom, courses for employers.

EDUCATION

2010 - 2013 National University - Master of Science Degree – Educational (Career) Counseling
2008 - 2010 National University - Bachelor of Arts Degree - Sociology

EMPLOYMENT

4/17 – Curr. **Adjunct Professor Sociology and Counseling, Argosy University**
As a professor for Argosy University, I design lessons and lectures for classes that are assigned to me. I have created worksheets and in-class projects to help to chunk information to ensure mastery. I have created custom assessments to measure understanding of curriculum and feedback to presentation and retention of subject-matter.

3/08 – Curr. **Instructor, San Joaquin Valley College**
As an instructor, I participate in curriculum review and textbook selection. I create, and update, class instruction based on feedback and input from the professional community. I review and synthesize information from periodicals to keep curriculum current to make sure that my students are the most competitive at their jobs. I apply this philosophy to all the general education and specialized training classes that I am charged with.

9/05 – 3/08 **Buyer / Receiving Supervisor, LA-Z-Boy**
As the buyer and receiving supervisor, I was involved in the training of new employees on OSHA safety protocols and the proper handling of materials. I trained employees, and created a program, to reduce waste during the manufacturing of chairs. This program is still used to this day.

Ym
W/22

MODESTY JOY ISAGUIRRE, BS/MAED-AET/CPHt

824 N. Pasadena Ave. Azusa, CA 91702

Tel: (909) 954-8363 Email: mjoyisaguirre@gmail.com

Profile

Top performing professional with excellent understanding in project coordination and 12 years of experience in adult education. Rapidly responds to changing circumstances, evaluates problems, and makes insightful decisions to promote positive change. Demonstrates effective presentation, verbal, and writing skills. Highly organized individual with experience in Microsoft applications and educational software. Ability to coordinate multiple activities and completing projects in time-sensitive deadlines. Team spirited professional, resourceful and ready to work!

Core Competencies

Adult Education and Training

Customer Relations

Career Advising

Problem Resolution

Liaison Affairs

Student Retention

Records Maintenance

Student Success Planning

Program Assessments

Education

University of Phoenix, Online Learning

Master of Arts in Education – Adult Education/Training (degree awarded: 03/2011)

University of Santo Tomas, Philippines

Bachelor of Science in Pharmacy (degree awarded: 4/2004)

U.S. Equivalence: Bachelor of Science degree with a major in Pharmaceutical Sciences

(Degree evaluated by Educational Credential Evaluators)

Employment

American Career College - 4 years
present)

Anaheim, CA

(2013 –

Pharmacy Technician Program Director/Instructor

- oversee the operation of the department and ensure compliance with state and accreditation regulations
- review student academic progress (SAP) and provide student success plans as needed
- create the program effectiveness plan for the program
- teach the pharmacy technician students and prepare them for externship
- review policies and procedures as needed
- review program curriculum
- provide leadership and supervisory support to faculty and staff
- ensure teaching quality and efficiency is prevalent
- address students' concerns and maintain positive student relations
- create and maintain the program effectiveness plan for the pharmacy technician program
- responsible for the submission of pharmacy technician licensure to the CA state board of pharmacy

Four-D College -7 years

Colton, CA

(2006 – 2013)

References available upon request

MODESTY JOY ISAGUIRRE, BS/MAED-AET/CPhT

824 N. Pasadena Ave. Azusa, CA 91702

Tel: (909) 954-8363 Email: mjoyisaguirre@gmail.com

Pharmacy Technician Director/Instructor

- directed the pharmacy technician program operation and academic needs
- ensured compliance with accreditation regulations and ensured teaching quality and efficacy
- created the program assessment plan and reviewed program policies and procedures
- reviewed program curriculum
- provided review for the pharmacy technician certification exam
- ensured accreditation compliance to Accrediting Bureau of Health Education Schools

Rite Aid Pharmacy

Colton, CA

(2008 - 2008)

Pharmacy Technician

- performed pharmacy technician duties
- provided excellent customer service to all clients
- assisted the pharmacist in all pharmacy operations

*less than
one year*

McDonald's

Rialto, CA

(2005 - 2006)

Shift Manager

- Communicated effectively and positively with co-workers and management. Provided high quality customer service to all clients.

Veterans Hospital - sacramento

Rite Aid Virginia. 2-3 mos

3 years.

MICHELLE J. CONNORS
415 West Sierra Madre Avenue
Glendora, California 91741

Cellular: (626) 422-9885
e-mail: mjconnors29@yahoo.com

A nurse midwife and manager with more than 35 years' experience in maternal child health services who possesses a strong background in clinical care, daily operations, staff development and patient education for hospitals as well as outpatient settings. A nurse who has a strong and vested interest in customer service and patient satisfaction, using some of Studer's tools.

A knowledgeable professional, who is a change agent, promotes teamwork, focuses on improving patient care, relates well with physicians and gains credibility through collaboration with staff.

PROFESSIONAL EXPERIENCE

Mount Rubidoux Convalescent Hospital, Riverside California 10/2016 – Present

Registered Nurse Supervisor (Per Diem)

Provided direct patient care to patients who require rehabilitation to a 140 clients and their family.

San Joaquin Valley College, Ontario, California 05/2015 - Present

Lead Instructor for Gerontology, Pediatrics, Clinical Instructor Maternal Child Health, Pediatrics, Fundamentals, Medical/Surgical.

Nursing instructor for ADN students teaching Pediatrics and gerontology. A clinical for OB, Medical/Surgical and gerontology. Following the Board of nursing Regulations. Teaching students with diverse backgrounds.

Parkview Community Hospital, Riverside, California 10/2012 – 3/2016

Registered Nurse for Obstetrics, Transition Nursery, Labor and Delivery P/T

Providing direct patient care in labor and delivery, postpartum and transition nursery for a community hospital with 220 deliveries per month. Performing patient assessment, care planning, patient, and family teaching. Circulated and recovered for cesarean section, and tubal ligations

Everest College, Ontario, California 10/2011-4/2015

Lead Instructor for Community Health, Pediatrics, Seminar, and Pharmacology, Clinical Instructor for Maternal Child Health, Pediatrics and Community Health

Nursing instructor for ADN students teaching OB, Pediatrics, Seminar, Pharmacology and Community Nursing in theory and clinical settings. Following Board of Nursing Regulations. Teaching students with diverse backgrounds. Increasing the pass rate on subjects taught and on HESI exams. Being involved with the first set of cohort students who passed NCLEX with a hundred per cent.

Barstow Community Hospital, Barstow, California 3/2011-2/2012

Director Maternal Child Health

Overseeing Perinatal services for a Baby Friendly unit- 56 beds full service acute care hospital as an interim director position for three months which was extended of a further three months. Worked as a RN in a per diem position on the perinatal unit for about five months. Gained invaluable experience as a perinatal nurse during that period.

- Implemented training programs for Intermediate and Advanced Fetal Monitoring AWHONN, Stable, ACLS and Baby Friendly classes.

- Introduced and updating policies and competencies.
- Implementing TJC and CMS recommendations.
- Improving the look of the unit though deep cleaning and unit repairs.
- Educated the staff on many small requirements needs for their units, to increase their knowledge, safety and awareness.
- Gained and received approval for labor and delivery beds, fetal monitors, bili-blankets, infant isolettes with phototherapy lights and other small equipment.
- Reinforced customer service based on the Studer Principle has, introduced huddles and bedside reporting.
- Establishing physician and nurse monthly collaborative meetings that include education and quality improvements.
- Successfully had fifty per cent of obstetricians and pediatricians take NRP certificate.
- Worked as the house supervisor, overseeing the staffing, general workflow and management of daily hospital operations, in collaboration with unit nursing directors.
- **Overseeing for a short period as interim ICU director.** A four-bed ICU unit.
- Gained approval for six telemetry units.
- **Overseeing for a short period as interim ER director.** A ten-bed ER unit processing over sixty patients a day.
- Gained approval for improved print machines, patient and staff refrigerator, patient overhead exam light.
- Implemented a policy for ECG over-reads. Established an ECG process from initiating to the final report for the registered nursing staff on ECGs.
- Started the process for Transvenous Pacemaker insertion, including in-service, equipment and competencies.
- Improved the process for chart completion, follow through by staff and initiating accountability.
- **For a period of five months was a perinatal nurse on the unit.** Provided direct patient care in labor and delivery, postpartum and nursery.
- **Worked as the house supervisor, overseeing the staffing.** General workflow and management of daily hospital operations, in collaboration with unit nursing directors.

Corona Regional Medical Center, Corona, California

11/ 2008 - 11/2010

Director Maternal Child Health and Pediatrics

Oversaw perinatal services for a Baby Friendly unit, with up to 150 deliveries per month and a five bed Pediatric unit.

- Gained approval for improved print machines, patient and staff refrigerator, patient overhead exam light.
- Implemented a policy for ECG over-reads. Established an ECG process from initiating to the final report for the registered nursing staff on ECGs.
- Started the process for Transvenous Pacemaker insertion, including in-service, equipment and competencies.
- Improved the process for chart completion, follow through by staff and initiating accountability.
- For a period of three months was a perinatal nurse on the unit.
- Educated the staff on many small requirements needs for their units, to increase their knowledge and awareness
- Encouraged staff to further their education in obtaining their certification and studying for a bachelor's degree.
- Gained approval to have training for two staff members to be La Maze instructors and implements new community programs.
- Implemented and trained staff in many educational and training programs, including emergency drills.
- Successfully implemented a maternal child transport program with the facilitating hospital.
- Worked as the house supervisor, overseeing the staffing, general workflow and management of daily hospital operations, in collaboration with unit nursing directors.

Ventura County Community College District, Moorpark College Campus, California

9/2008 - 9/2009

Faculty member Clinical Instructor, Labor and Delivery, Mother Baby Unit

Gave clinical instruction to second semester ADN students as outlined by the Board Regulations. Teaching students with diverse backgrounds.

Fountain Valley Regional Hospital and Medical Center, Fountain Valley, California

11/2006 - 11/2008

Director, Obstetrical Unit, Perinatal Services, Labor and Delivery

Led a maternal child health services including high-risk labor and delivery, postpartum and perinatal services for a 413 –bed full service acute care hospital. Managing 120 staff.

- Successfully recruited eight full-time staff for labor and delivery training. Reducing registry use from five to zero. Saved \$16,000 per month.
- Very successfully trained staff for labor and delivery training from the surrounding community hospitals.
- Successfully gained approval for training Lactation Educators and a Lactation Consultant and subsequently have improved breast-feeding within the hospital.
- Introduced and updated policies and procedures.

- Recently purchased, 5 laboring beds, 3 gurneys, 1-blanket warmers, 25 bed recliner chairs, tables and other small equipment, 5 infant warmers, 6 GE fetal monitors with cabinets.
- Implemented a security system on all external doors. Gained approval for an infant security system.
- Implemented many JACHO recommendations with success.
- Gained approval for the infant security system.
- Expanded the perinatal services, to include diabetes education.
- Improved the marketability of the hospital, to include brochures, handouts and Physician office visits
- Gained approval for upgrades in the postpartum area.

South Coast Medical Center, Laguna Beach, California

9/2005 - 11/2006

Director, Maternal Child Health

Led maternal child health services including labor and delivery, postpartum, well baby nursery, special care nursery and childbirth education for a 208 –bed community hospital. Managed 35 staff.

- Successfully recruited full-time staff for labor and delivery.
- In the process of improving the photography capabilities with the purchase of a digital technology.
- Introduced and updated policies and procedures.
- Successfully purchased and implemented patient controlled epidurals.
- Substantially increased the number of in-services and clinical competencies to staff.
- Implemented many JACHO recommendations with success. A corporate mock Joint Commission survey completed with zero recommendations.
- Gained approval for improving the infant security system.

Foothill Presbyterian Hospital, Glendora, California

10/2004-9/2005

Director, Perinatal Services

Led maternal child health services including labor and delivery, postpartum, well baby nursery and childbirth education for a 107-bed community hospital. Managed 32 staff.

- Successfully recruited full-time staff for labor and delivery and reduced registry and traveler contract expenses by \$376, 000 per year.
- Played a key role in the recruitment of an obstetrician and facilitated the application process.
- Expanded a community education program to include “Momma Fit” and infant massage classes.
- Gained approval for \$106,000 in capital equipment and upgraded the C-section room with the purchase of an anesthesia machine, delivery table, infant monitor and infant warmer.
- Improved photography capabilities with the purchase of digital technology.

- Implemented training to raise clinical competencies, resulting in 100% pass rate of the national exam for obstetric nurses.
- Worked as the house supervisor, overseeing the staffing, general workflow and management of daily hospital operations, in collaboration with unit nursing directors.

Monterey Park Hospital, Monterey Park, California

Director, Maternal Child Health and Pediatrics

Oversaw perinatal services with up to 267 deliveries per month and a six-bed pediatric unit for a for-profit community hospital. Managed 24-hour operations and 72 staff.

- Researched drugs for labor induction and successfully influenced medical staff in selecting alternative options, reducing costs from \$180 to 17 cents per dose.
- Facilitated preparation for JCAHO and DHS surveys and passed with zero recommendations.
- Consistently achieved four and five star ratings by an independent firm for patient satisfaction through increasing communications and proactively seeking feedback before discharge.
- Initiated in-service training in conjunction with staff meetings covering topics such as breast-feeding, adoption, newborn screening and infant care.
- Recruited and trained five labor and delivery nurses, cutting registry use from three staff per day to zero. Saved \$5,000 per month.
- Worked as the house supervisor, overseeing the staffing, general workflow and management of daily hospital operations, in collaboration with unit nursing directors.

Santa Teresita Hospital, Duarte California

10/1998-3/2003

Assistant Director, Nursing (2003)

Reported to the chief nurse executive officer with responsibility for daily operations including staffing, patient satisfaction and admitting for 25 acute-care beds and 50 skilled nursing beds for a Catholic hospital. Served as the interim director of emergency services.

- Initiated an emergency services technician program including recruitment and development of policies and procedures. Excellent.
- Upgraded telemetry services through the installation of new bedside monitors and a central monitor.
- Worked as the house supervisor, overseeing the staffing, general workflow and management of daily hospital operations, in collaboration with unit nursing directors.

Staff Nurse, Labor and Delivery (1998-2003)

- Provided direct patient care in labor and delivery, postpartum and nursery.

San Antonio Community Hospital, Upland, California

5/1994-3/2003

Charge Nurse, Labor and Delivery

Managed shift operations for a high-risk obstetrics unit with 300 deliveries per month. Supervised ten staff in patient care delivery and provided patient and family education.

MICHELLE J. CONNORS

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- Circulated and recovered for cesarean section, tubal ligation and D&C procedures. Performed ultrasound for bio-physicals.
- Served as a clinical resource for RNs and as a preceptor for nursing students from two colleges.

Huntington East Valley Hospital, Glendora, California

7/1992-1/2000

Staff Nurse, Maternal Child Health Services

Provided direct patient care in labor and delivery, postpartum and nursery for a community hospital. Performed patient assessment, care planning, patient, and family teaching.

Tokos Medical Corporation, Van Nuys and Irvine, California

7/1992-5/1994

High Risk Perinatal Nursing

Managed a caseload of 16 high-risk prenatal patients on medication with responsibility for the monitoring of uterine contractions for a publicly held home care company. Responded to telephone inquiries and conducted in-home patient assessments throughout Southern California.

EDUCATION

University of Grand Canyon, Phoenix, Arizona

Doctorial in Nursing Practice, 9/2015 to Present

University of Rocky Mountain, Provo, Utah

Doctorial in Nursing Practice, 2013 to 2014

University of La Verne, Garden Grove, California

Masters of Health Administration, 2011

University of Phoenix, Woodland Hills, California

Masters of Nursing Program with Education, 2007

University of Phoenix, Pasadena, California

Bachelor of Nursing Program, 2005

Citrus College, Glendora, California

Associate in Arts Degree, 2005

Azusa Pacific University, Azusa, California

Advanced Diploma Nursing, Master in Nursing Program, 1998-2004

Victoria Hospital, Blackpool, England

Diploma in Nursing, 1989

Saint Anne's College, Blackpool, England

Certification, Higher Education, 1988

CERTIFICATION/LICENSES

Central Midwives Board License

California RN License

Neonatal Resuscitation Program Instructor (NRP). Neonatal Resuscitation Program (NRP) Certification

Limited OB Ultrasound Certification

Resolve Through Sharing Instructor (RTS)

BLS, ACLS, PALS, STABLE.

Advanced Fetal Monitoring Certification

AWHONN Instructor for Advanced (2010), Intermediate and Basic Fetal Monitoring (Dec. 2007)

Certified Lactation Educator (CLE) (Nov. 2007)

Principles of Teaching Adult Learner (Oct, 2015)

National Certification Corporation's Obstetric Nursing Examination (NCC), Inpatient Obstetric Nursing (RNC-OB)

Certificate in Gerontology Masters Level 12 units from University of Phoenix

COMPUTER SKILLS

Advanced user of Microsoft Word, Excel, Outlook, Publisher and PowerPoint programs.

Cristina Wang^{MHA, RRT-NPS, RCP}

31930 Cedarhill Lane, Lake Elsinore, CA 92532

E-mail: criss.wang@yahoo.com Phone: 909-292-6471

Experience **San Joaquin Valley College, Ontario, CA** **March 2012 - Present**
Clinical Coordinator/Instructor

- Advises and tutors respiratory students during critical care scenario testing
- Provides clinical instruction from basic through critical care (adult, geriatric, neo, pediatrics)
- Assist with clinical competency testing (decision making, BiPAP, ventilators, intubation skills, ventilation strategies/weaning)
- Active participant in faculty meetings, instructional seminars, in-service training sessions, advisory board meetings, new student orientations

Southland Respiratory Inc., Riverside, CA **July 2009 - Present**
Respiratory Therapy Consultant/Insurance
Billor/Coder

- Evaluated health education needs of respiratory patients and provided necessary education, instruction, and training. Provided treatment (CPAP/BiPAP within scope of practice as defined by state law
- Multi-tasked general office duties: answering multiple telephone lines, completing insurance forms, coding for Medicare, MediCAL, insurance payers, and mailing monthly invoice statements to patients

Chino Valley Medical Center, Chino, CA **February 2006 - November 2009**
Director, Cardiopulmonary Care

- Contributed to successful department TJC accreditation and CLIA blood gas lab inspection
- Coordinated Quality Improvement Activities (QIAs) to identify performance areas for improvement, maintained at >98% of expectation
- Evaluated staffing requirements to achieve quality patient care and productivity >90%

- Participated in unit based Quality Assurance Programs (VAP, Rapid Response Teams)
- Provided classroom/bedside in-services to interns, nursing staff (BiPAP, ventilation management strategies, airway management)
- Preceptor to respiratory students during critical care rotations (ER, ICU, disaster training)
- Developed and implemented department education program and CEU awards

Methodist Hospital, Arcadia, CA

May 2005 - January 2006

Manager, Respiratory Care

- Processed monthly reports for department performance
- Implemented new floor assignments based on evaluation of staffing requirements
- Liaised between patients and physicians to ensure patient comprehension of treatment plans
- Headed onboarding process for new respiratory staff; reduced overtime by 80%
- Trained new staff on quality control procedures (ABGs, oxygen purity rounds, assessment, medications)
- Created and maintained all absentee calendars, agency schedules and staff meeting minutes
- Maintained all confidential personnel files, license and CPR compliance records
- Developed and implemented department education program with CEU awards

Montclair Hospital Medical Center,

February 2003 - April

Montclair, CA

2005

Director, Cardiopulmonary Care

- Coordinated with case managers and RNs during case management meetings to develop quality care plans for patients toward discharge
- Assisted with bronchoscopy and non-invasive diagnostic procedures (PFTs, stress treadmills)
- Performed monthly inventory and maintained office and medical supply counts; annual savings 30%
- Developed preceptor program in disease management, multiple chronic diagnoses including COPD and asthma
- Preceptor to respiratory students during critical care rotation (ER, ICU, L&D)
- Contributed to successful department TJC accreditation
- Developed and implemented department education program with CEU awards

**Kindred Hospital Ontario, Ontario,
CA**

**March 2002 - February
2003**

Respiratory Therapist II

- Shift Lead as needed
- Implemented staffing assignments based on staffing requirements and quality care/acuity markers
- Oversaw implementation of patient management plans
- Monitored acute conditions in critical care (ICU, PAR, MRI)

**Corona Regional Medical Center,
Corona, CA**

**February 2001 - March
2002**

Director, Cardiopulmonary Care

- Managed department budget to ensure financial objectives were met; reduced cost by 45%
- Provided necessary in-services for physicians, nursing staff (BiPAP, ventilators, trachs)
- Coordinated the review, revision, and creation of Operational Policies within the Respiratory Care department
- Ensured efficacy of treatments through monitoring of treatment regimens and redesign of charting forms; performance improvement increased from 75% to 95%
- Developed and implemented department education program with CEU awards

**Heritage Hospital, Rancho Cucamonga, CA
Director, Cardiopulmonary Care**

**March 1996 - January
2001**

**Program Director, Respiratory Outreach
Services**

**Program Director, Pulmonary Performance
Rehab**

- Initial start-up member to facilitate licensing and opening of long-term acute facility.
- Active development and management of comprehensive service department, including therapist-driven ventilator management/weaning program, airway management, inpatient/outpatient pulmonary wellness and rehab program, ABG Lab services, bronchoscopy, EKGs, holter monitoring, contracts for ECHO/EEG/Sleep
- Revised and implemented respiratory outreach services to 16 contracted skilled nursing facilities in IE, OC, LA
- Developed and implemented an outpatient respiratory rehab and

- wellness program, coordinating services with in-house PT/OT/ST
- Full participation in an aggressive marketing campaign to promote comprehensive services menu to acute facilities in San Bernardino, Riverside, and North Orange counties. Worked closely with public relations, marketing and finance to facilitate census building.
- Developed positive and collaborative relationships with physicians, medical directors, department managers, nursing staff, PT/OT/ST, pharmacy, nutrition, social services, and case management/discharge planners
- Interview, hire, orientation, and training of new staff
- Provided classroom/bedside in-services to physicians, nursing staff, PT/OT/ST (weaning strategies)
- Coordinated quality improvement activities to identify performance areas for improvement (intubation training, airway management, ventilator weaning strategies)
- Ventilator weaning success rates 1996-1999:98%; 2000-2001: 95%
- Developed and implemented department education program with CEU awards

Transitional Hospital Corporation, Brea, CA

October 1994 - March 1996

Director. Respiratory Care

- Initial start-up member to facilitate licensing and opening of 99-bed long-term acute facility
- Development and management of full service department with emphasis on ventilator weaning programs, airway management programs, extensive speaking valve training, inpatient pulmonary rehab, blood gas laboratory, and multi-disciplinary education and training
- Interviewed, hired, orientated and trained new staff
- Provided classroom/bedside in-services for physicians, nursing staff, PT/OT/ST (weaning strategies, airway management)
- Coordinated quality improvement activities to identify performance areas for improvement (intubation training, airway management, ventilator weaning strategies)
- Managed departmental budget to ensure financial objectives were met

Tustin Rehabilitation Hospital, Tustin, CA
Director/Clinical Manager, Respiratory Care

May 1994 - October 1994

- Redevelopment and structure of respiratory services; focus on ventilator weaning outcomes, pulmonary rehab, education and training, staff skills development
- Extensive use of Passy-Muir speaking vales

- Management of budget produced savings of \$90K over five months
- Ensured efficacy of therapy through monitoring of treatment regimens and redesign of documentation forms
- Liaised between patients and physicians to ensure patient comprehension of treatment plans
- Headed onboarding process for new respiratory staff

Kaiser Permanente Medical Center LA, Los Angeles, CA February 1994 - June 1994
 Assistant Department Administrator,
 Respiratory Care

- Responsible for staff of 35 respiratory care practitioners on night shift
- Monitored respiratory staff performance in multiple environments (ER, ICU, NICU, PICU, general floor therapy)
- Coordinated quality improvement activities (ventilator management techniques, airway management, charting/documentation)
- Ensured efficacy of therapy through monitoring of treatment regimens and redesign of documentation forms

Hoag Hospital, Newport Beach, CA February 1982 – February 1994
 Critical Care Clinical Supervisor,
 Pulmonary Department

- Implemented staffing assignments based on quality care/acuity markers and staffing requirements
- Carried workloads in ER, ICU, Sub-ICU, CVICU, NICU, Pediatric Pavilion, sleep oximetry studies

Harbor-UCLA Medical Center, February 1979 – February 1982
 Torrance, CA
 Respiratory Therapist III
 Pulmonary Department

- Diverse workloads throughout hospital to include ER adult, ER pediatrics, Trauma Units, CVICU, NICU, PICU, Neuro ICU, Resp ICU, SICU
- Participated in Life Flight (Catalina)
- Experienced in external transports (pickup of high-risk infants from area hospitals in the South Bay)

- Backup Shift Lead

Education	Belford University , New York, NY	May 2008 - June 2010
	Masters of Science, Healthcare Administration	
	Belford University , New York, NY	2005 - 2008
	Bachelors of Science, Healthcare Management	
	El Camino College , Torrance, CA	1977 - 1979
	Associates of Science	
	<ul style="list-style-type: none"> • Certificate of Completion, Respiratory Therapy Program 	
	California State University, Long Beach , Long Beach, CA	1975 - 1979
	Bachelors of Science, Biology	

Licensure/Certificates	<ul style="list-style-type: none"> • RCP #1092, Respiratory Care Board, State of California, current through 6/30/2015 • RRT credential, obtained 1992, awarded by NBRC • NPS credential, obtained 1994, awarded by NBRC • BCLS/CPR certification. Issued by AHA, current 1/2015 • ACLS certification; Issued by AHA, current 10/2015 • PALS certification. Issued by AHA, current 10/2015 • NRP certification. Issued by AHA, current 9/2015 • Active Member - AARC, American Association for Respiratory Care, 2013 • Active Member - CSRC, California Society for Respiratory Care, 2013 • Active Member - NBRC. National Board for Respiratory Care, 2013 • Active Member - AAPC, American Academy of Professional Coders, 2013
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Online Instructors

Jennifer (Jenny) S. Brown
123 Sir John Way
Seaford, Virginia 23696
(757) 784-0667
brownjs16@gmail.com

EDUCATION

Saint Leo University, Saint Leo, Florida
Graduate Certificate in Accounting
Graduated 2014

Saint Leo University, Saint Leo, Florida
M.B.A., Business Administration
Graduated 2006

Saint Leo University, Saint Leo, Florida
B.A., Business Administration specializing in Accounting
Graduated 2003

EXPERIENCE

Faculty and Course Developer, 2017-Present
Georgia Military College – Milledgeville, GA

- Business Law

Faculty and Course Developer, 2016-Present
San Joaquin Valley College - Visalia, CA

- Business
- Accounting
- Management
- Economics

Senior Investigator, 2014-Present
Dominion Energy - Richmond, VA

- Conduct diverse, complex, and sensitive investigations
- Perform complex research and analysis
- Provide security consultation to company personnel
- Provide armed protective support
- Manage and respond to threats impacting company facilities

Faculty, 2012-Present
Saint Leo University, Ft. Eustis, Newport News

- Accounting

- Business
- Public Administration

Advanced Certified Faculty, 2008-2017

University of Phoenix, Online, Phoenix, Arizona

University of Phoenix, Ground, Virginia Beach, Virginia

- Forensic Accounting
- Principles of Accounting
- Auditing
- Corporate Taxation

Adjunct Professor, 2007-Present

Thomas Nelson Community College, Hampton, Virginia

- Business Department Faculty
- Business Law (Distant Learning and Ground)

Faculty and Course Developer, 2013-2016

ITT Technical Institute - Carmel, IN

- Organizational Behavior
- Operations and Process Management
- Fundamentals of Supervision
- Quality Management

Special Agent Accountant, 2003-2014

Virginia Department of State Police, Chesapeake, Virginia

- Forensic Accountant/Auditor
- Lead and conduct criminal and civil investigations
- Serve as a member of the Southside-Peninsula-Richmond Suspicious Activity Report Review Team
- Prepare and serve search warrants
- Maintain liaison relationships with other local, state, and federal agencies

Senior Special Agent, 2001-2003

Virginia Department of Motor Vehicles, Richmond, Virginia

- Forensic Auditor
- Conduct criminal, civil, and regulatory investigations
- Motor carrier enforcement
- Fuels tax evasion
- Rental tax violations

Police Officer, 1996-2001

Newport News Police Department, Newport News, Virginia

- Enforce laws, statutes, and ordinances
- Conduct preliminary and follow-up investigations
- Member of the Serious Complex Accident Team – major and fatal

- accident investigation and reconstruction
- Secure crime scenes, collect and process evidence
- Community policing and problem solving projects

Police Officer, 1995-1996

Portsmouth Police Department, Portsmouth, Virginia

- Respond to calls for service
- Traffic enforcement
- Accident investigation
- Patrol duties
- Community policing and problem solving

PROFESSIONAL QUALIFICATIONS

- Certified Fraud Examiner
- Department of Criminal Justice Services General Instructor
- Armed Security Officer, Department of Homeland Security, Transportation Security Administration

PROFESSIONAL MEMBERSHIPS

- Association of Certified Fraud Examiners
- Association of Certified Anti-Money Laundering Specialists
- American Institute of Certified Public Accountants
- International Association of Internal Auditors
- American Society for Industrial Security (ASIS)

REFERENCES

David Bushey, Sheriff, Middlesex County
75 Oaks Landing Road
Saluda, Virginia 23149
(804) 238-4658

Scott Alleman, Attorney, Virginia Beach
2101 Parks Avenue, Suite 801
Virginia Beach, Virginia 23451
(757) 773-6733

Shannon Dion, General Counsel, Department of Criminal Justice Services
1100 Bank Street, 12th Floor
Richmond, Virginia 23219
(804) 225-4300

Career Summary

I have utilized my extensive experience and skills to enhance training experience of students; to develop courses; and to help students achieve their educational goals.

Career History & Accomplishments

San Joaquin Valley College Online 2016-Current
Online Adjunct Instructor

- Teaching Microsoft Office, Network +, and Business

Cisco Authorized Centers California 2008 - Current
Network Academy Instructor

- Teaching Cisco CCNA Routing and Switching for both private and nonprofit colleges online and on campus
- Teaching IT Essentials (A+) online and on campus

Westwood College South Bay, CA 2001- 2016
IT Department Chair

- Teaching CCNA Routing and Switching Courses
- Developing Networking Courses

Computer Learning Centers, Los Angeles, CA 1994-2001
IT Department Chair

- Teaching MCSE Track Courses
- Teaching Data Communications
- Developing Curricula
- Managing Staff and Faculty

Bijan Houshiar 714-309-4536 BHoushiar@hotmail.com

Education

Master's Degree in Business Management
National University, La Jolla, CA, 2009

B.A. Degree in Electrical Engineering
California State University, Fullerton, CA, 1993

Certifications

CCNA Routing and Switching Expiration Date August 2019
Microsoft Certified Systems Engineer (MCSE)
Cisco Academy Instructor
CompTIA Network+
Bookkeeping

Links

Bijan Houshiar - Cisco Networking Academy
<https://www.netacad.com/web/bhoushiar>

Bijan Houshiar – LinkedIn
<https://www.linkedin.com/in/bijanhoushiar>

Julie A. Sahlin
9817 NE 98th Street
Kansas City, MO 64157
816.824.0684
JULRE@msn.com

Education

Graduate Certificate, Kaplan University, 2013
Program: Online College Teaching

MS, Central Michigan University, 2001
Major: Administration

BBA, Campbell University, 1991
Major: Management

Professional Experience:

Academic Positions:

Online Business Faculty, San Joaquin Valley College (October 2014 - Present)
Online Business Faculty, Capella University (January 1, 2003 - Present)
Online Business Faculty, Kaplan University (November 2005 – June 2017)
Online Business Faculty, Heald College (December 2008 - April 2015)
Online Business Faculty, Strayer University Online (September 2002 - March 2009)
Online Business Faculty, John Tyler Community College (September 2003 - May 2004)
Adjunct Business Faculty, Germanna Community College (January 2002 - December 2002)

Professional Positions:

Legal Administrative Assistant, McAnany, Van Cleave, & Phillips (February 2017 - present)
Supports case preparation through social media research, medical treatment history reviews and summaries, preparing subpoenas, and requesting production of medical records. Maintains contact with medical providers, claimants' attorneys, clients, and deponents. Participates in continuing education opportunities to update job knowledge.

Medical Collector, Rappahannock Family Physicians (October 2000 - December 2001)
Made outbound calls and sent letters to patients and third-party companies to collect on delinquent medical accounts. Reviewed patient information to determine why claims weren't paid, and researched denied claims. Corrected and resubmitted previously unpaid or denied claims. Documented all work and calls performed. Set up payment arrangements with responsible parties. Processed and documented payments when received.

Practice Manager, Center for Brief Counseling (January 1996 - September 2000)
Supervised the healthcare facility enabling it to carry out its daily work and business effectively. Guided, organized, and monitored all services provided in the center. Performed administrative duties to ensure the efficiency and stability of the practice. Collaborated with the Board of Directors to assure that the practice operated in accordance with the center's mission and objectives.

Submitted accurate and timely payroll information. Prepared and analyzed financial and practice activity reports. Managed existing and negotiated new managed care contracts. Handled the revenue cycle and served as the overall business manager and liaison between the providers and administrative staff. Identified problems and developed recommendations for resolution. Performed several human resources functions, which included hiring, training, supervising, and evaluating the healthcare office staff. Monitored staff performance and facilitated effective teamwork. Assisted in marketing and expansion related issues. Oversaw the annual operating budget and developed business goals. Approved vendor lists and processed procurement items for the healthcare office. Acted as a link between the Board of Directors and the supporting consultants, including the accountant, attorney, and business adviser. Processed all accounts payable information. Oversaw and directed the healthcare facility's billing and receivables operations.

Financial Coordinator, Llyod F. Moss, Jr., DDS (July 1994 - January 1996)

Responsible for standard accounting and bookkeeping duties in the area of Accounts Receivable. Reconciled daily charges and cash, checks, and bankcard payments. Processed, balanced, and posted over-the-counter payments and bankcards as well as patient payments received by mail. Communicated potential coding problems, trends, and payer issues. Prepared bank deposits and deposit summaries after balancing payments to receipt. Researched refund requests and prepared request for approval. Maintained required patient payment records, reports and files. Used computer systems to generate information necessary for billing purposes. Obtained and verified necessary demographic and financial information according to protocol. Reviewed and corrected claim errors. Maintained various payment spreadsheets. Updated patient information, provided any necessary forms needing completion, and obtained necessary signatures. Assisted patients with billing and insurance inquiries. Reviewed, posted, and followed up on all correspondence from insurance carriers.

Store Manager, Lerner New York (November 1991 - July 1994)

Served customers by providing merchandise and leading staff. Completed store operations requirements by scheduling and assigning employees and evaluating work results. Maintained store staff by recruiting, selecting, orienting, and training employees. Ensured positive store staff job results by coaching, counseling, and disciplining employees as well as planning, monitoring, and appraising job results. Ensured employee awareness of safety and emergency procedures. Maintained the stability and reputation of the store by complying with legal requirements. Lead team efforts to accomplish sales and merchandising goals. Provided exceptional customer service and ensured the employees also provided the same level of service. Resolved customer problems or complaints by determining optimal solutions. Ensured interior and exterior of store was maintained to company standards. Managed store revenue, including cash handling, deposit reconciliation and delivery of deposits to bank. Prepared daily, weekly, monthly, and annual sales reports for the district manager

Volunteerism:

Horizon Academy, Roeland Park, Kansas, Volunteer of the year 2012-2013

Michael P. Storper

OBJECTIVE

Eager to bring mathematics students into the twenty-first century using a unique combination of over twenty years teaching experience in the classroom coupled with a broad educational exposure to teaching techniques.

EXPERIENCE

July 2016 to Present **San Joaquin Valley College** *Visalia, California*

- Adjunct Professor of Mathematics
- College Algebra, Fundamentals of Accounting, Payroll Accounting Management, Accounting Software Systems, Intermediate Accounting, Managerial Accounting

May 2011 to Present **Ashford University** *Clinton, Iowa*

- Adjunct Professor of Mathematics
- Surveys of Mathematics, Intro to Algebra and Intermediate Algebra

August 2009 to Present **University of Phoenix Online** *Phoenix, Arizona*

- Adjunct Professor of Mathematics
- Modern College Geometry, Discrete Mathematics, Abstract Algebra, Statistics and Finite Mathematics

July 2010 to May 2015 **Heald College** *Sacramento, California*

- Adjunct Professor of Mathematics
- Elementary Algebra, Intermediate Algebra, Business Mathematics and Statistics
- SME (Subject Matter Expert) in Mathematics

May 2011 to November 2013 **k12.com Virtual School** *Herndon, Virginia*

- Online Instructor of Mathematics
- Taught Algebra, Geometry, Pre-Calculus, AP Calculus and Statistics

May 2005 to February 2008 **Virtual Sage Online Publisher** *Boca Raton, Florida*

- SME (Subject Matter Expert) in Mathematics

May 2005 to May 2011 **Kaplan Virtual Education** *Boca Raton, Florida*

- Teacher, tutor, and grader

August 1994 to Present **Miami Carol City Senior High School** *Miami, Florida*

- Subjects Taught: Algebra 2, Pre-Calculus, Advanced Topics, Honors Geometry and AP Calculus AB and BC
- Increased Florida Comprehensive Assessment Test (FCAT) scores by tutoring students after regular class hours.
- Increased SAT scores of students by offering tutoring sessions.
- Increased Advanced Placement Calculus scores.
- Extensive experience is the use of the Texas Instruments TI-84 calculator.
- Member of review board for Miami-Dade College's College Placement Test (CPT) for mathematics.

September 1999 to April 2011 **Miami Carol City Adult Center** *Miami, Florida*

- Taught Algebra I, Algebra II, and Geometry

EDUCATION AND CERTIFICATIONS

2017 Bookkeeping Certification from National Bookkeepers Association

2006 Nova Southeastern University Ft. Lauderdale, Florida

- Masters of Science, Innovative Teaching of Mathematics (Mathematics Education)

1993 Nova Southeastern University Ft. Lauderdale, Florida

- Bachelors of Science, Mathematics Education.
- Certified teacher of 6th through 12th grade.
- Proficiency Microsoft Windows®, Microsoft Word, Microsoft Excel, LMS (Blackboard, Canvas, Moodle, eCollege), Adobe Connect

PROFESSIONAL AFFILIATIONS

- Member of United Teachers of Miami-Dade.
- Member of American Federation of Teachers.
- National Council of Teachers of Mathematics

INTERESTS

- Tennis, basketball, martial arts, weight lifting and other sports.

**MICHAEL J. MCGUIRE,
P.E., PMP, LEED AP, GC**

9612 Putnam Court
Twinsburg, Ohio 44087
(330) 687-9800
michael.mcguire@sjvc.edu

Education

Masters of Business Administration

Youngstown State University

Executive MBA Program

Bachelor of Science, Civil Engineering

Youngstown State University

Professional
Licenses

Professional Engineer (P.E.) in Ohio. The following licenses are inactive: Pennsylvania, New York, Indiana, Illinois and Florida.

Project Management Professional (PMP)

Leadership in Energy and Environmental Design Accredited Professional (LEED AP)

Licensed General Contractor in Florida (inactive).

Educational
Experience

San Joaquin Valley College, Visalia, CA

Full Time Online Instructor

Design and teach online construction management and business courses in an asynchronous environment using D2L learning platform for the following courses:

- Computer Applications and Strategic Communication
- Construction Project Management
- Materials and Architectural Design
- Construction Documents and Methods
- Construction and Labor Laws
- Applied Mathematics for Construction Management
- Project Scheduling and Control
- Estimating and Bidding for Residential and Commercial Projects
- Construction Management Supervision
- Human Resource Fundamentals
- Human Resource Management and Administration
- Accounting and Payroll Management
- Regulations and Laws Affecting Human Resources
- Ethics in Human Resources

Michael McGuire

The University of Akron, Akron, OH

Part Time Instructor

Construction Engineering Department

- Field Management and Scheduling

Cleveland State University, Cleveland, OH

Adjunct Instructor

Civil and Environmental Engineering Department instructor for:

- Construction Planning and Principles

ITT Technical College, Warrensville, OH

Adjunct Instructor

General Education instructor for business and technical courses including:

- Introduction to Project Management
- Strategies for the Technical Professional
- Professional Procedures and Portfolio Development

Professional
Experience

Giant Eagle

Senior Project Manager

Responsible for management of the design, engineering and construction of various commercial development projects. Determine appropriate project strategy including implementation of scheduling, budgeting, contracting, and quality control processes.

Middough Inc.

Technical Manager

Develop and manage a multi discipline group capable of supporting company business units in all construction management related activities. Project specific responsibilities include management of procurement, estimating, cost control, scheduling, project reporting, and supervision of site activities. Work with company peer groups to develop, train and enforce project procedures related to these activities. Interact with clients to sell construction management and project controls capabilities.

Snavely Development Company

Senior Vice President & General Manager

Overall accountability for the performance of the building company including profit and loss responsibility. Provide leadership and management for all projects. Recruit and hire all personnel. Ensure compliance with corporate governance, accounting processes, contract administration; and risk management. Maintain highest level of ethical, legal and business

Michael McGuire

practices. Highlights include significant profitability improvement within the building company while controlling expenses, achieving project goals and expanding client base.

Boykin Lodging Company

Director of Project Management

Responsibilities include project management of all hospitality developments within the company. Plan, organize, budget, and schedule new hotel and condominium projects. Hire, coordinate and manage all architects, engineers, construction managers, general contractors and other required consultants. Develop and implement policies, strategies, means and methods to accomplish company desired goals and objectives. Position reported directly to company President.

Simon Property Group

Senior Project Manager

Plan, organize, budget, and schedule new commercial development and renovation projects. Implement strategies and ensure projects are completed on a timely basis and within budget. Coordinate architectural and engineering disciplines consistent with project goals. Responsibilities include all phases of construction from pre-development through project completion and closeout.

Simon Property Group, DPMI Division

Director of Construction Services and Estimating

Monitored the design and construction of various commercial development projects. Ensured that project goals were established, monitored, and achieved. Responsibilities included direct supervision of the estimating, purchasing, project management, and construction management staffs.

Vice President of E.J.D. & Associates

A full service Engineering and Architectural division of Simon Property Group, responsibilities included planning and monitoring the production of architectural and engineering construction documents for commercial development projects. This position was held concurrently with the above position.

DeBartolo Property Group

Project Manager

Responsible for management of the design, engineering and construction of various commercial development projects. Determine appropriate project strategy including implementation of scheduling, budgeting, contracting, and quality control processes.

Michael McGuire

Senior Estimator

Prepared conceptual and detailed estimates and budgets for all phases of development. Types of projects included new retail developments and renovations, hotels, office buildings, and race tracks. Provide hard bids for third party work. Implemented computerized estimating systems. Monitored project budgets and estimates to ensure adherence to project goals.

Chief Scheduler / Estimator / Purchasing Agent

Established and organized scheduling department. Responsibilities included developing and monitoring development schedules for various types of commercial and mixed-use projects, from predevelopment through construction completion and turnover. Prepared detailed and conceptual budget estimates. Obtained materials and services necessary for the construction of commercial real estate projects.

Melissa Brewer

170 N. Lindsay Street Visalia, Ca 93291

559-901-8173

Melissabrewer04@yahoo.com

Summary of Qualifications:

I possess strong leadership skills in group facilitation, team development, curriculum development, and instruction in educational and non-profit social services settings.

Education:

B.A. Social Science, Chapman University, May 2003

(Areas of Emphasis: Sociology, Psychology, Organizational Leadership)

CAARR Institute, Substance Abuse Counselor Certification, April 2004

A. A. Liberal Arts, College of the Sequoias, December 2000

Professional Experience:

March 2010 to Present

Full Time Faculty/Lead Faculty, San Joaquin Valley College, Online Division

- Responsible for online course administration and instruction in the Social Sciences.
- Engagement of students in positive group learning opportunities.
- Provide dynamic educational activities to diverse groups of students.
- Mentor, support, and lead online faculty teams of instructors.
- Organize curriculum development groups from various college campuses in order to improve course learning outcomes in several general education courses.
- Develop and design various online courses.

February 2010 to Present

President, Board of Directors, Stepping Stones Preschool

- Responsible for the management and oversight of the board of directors for a non-profit (501c3) educational institution specializing in early childhood education.
- Administer community advisory group meetings for the improvement of curriculum for school readiness programs.
- Marketing and media management for recruitment of new students and community partnerships.
- Facilitation of scholarship foundation advisory committee for students in need of financial assistance for preschool education opportunities.

April 2007 to March 2010

Adjunct Faculty, San Joaquin Valley College, Visalia Campus

- Instructed diverse groups of students in general education courses including Psychology, Sociology, Ethics, English and Math, as well as various Criminal Justice core classes.
- Developed curriculum teams to support improved course learning outcomes.
- Designed and lead professional development seminars for faculty and students.
- Facilitated advisory board meeting focus groups with employers, faculty, and students.
- Lead campus Diversity Team composed of students and faculty.

Melissa Brewer

170 N. Lindsay Street Visalia, Ca 93291

559-901-8173

Melissabrewer04@yahoo.com

August 2005 to June 2007

Supervisor, EUDL - Turning Point Youth Services, Turning Point of Central California, Inc.

- Developed Community Action Coalition for the enforcement of underage drinking laws.
- Worked with various concerned city of Visalia citizens, students from the California Chapter of Friday Night Live, the Casey Goodwin Foundation, Visalia Police Department, Visalia City Council, MADD, California Department of Alcohol and Beverage Control, and the California Office of Traffic Safety to pass city ordinances regarding social hosting and the enforcement of underage drinking laws.
- Assisted in the implementation of the "Every 15 Minutes" program in high schools throughout the Visalia Unified School District.

August 2004 to June 2007

Administration/MIS/SAS, Region 3 - Turning Point Youth Services, Turning Point of Central California, Inc.

- Managed medical records department and team.
- Supervised treatment and prevention program teams.
- Prepared and implemented substance abuse prevention education curriculum.
- Monitored contracts, budgets, and grant writing for various program aspects.

September 2000 to August 2004

Administrative Staff/ Substance Abuse Counselor, Visalia Reentry Center/Federal Aftercare, Turning Point of Central California, Inc.

- Facilitated educational life skill groups for ex-offender population including financial management and responsibility, employment readiness, communication, and anger management courses.
- Maintained Federal Aftercare outpatient caseload.
- Facilitated individual and group substance abuse counseling for both inpatient and outpatient clients.
- Coordinated staff training and development teams.

Volunteer/Community Service Experience:

2016 – Present: Cub Master, Cub Scout Pack 3300

2015 – Present : Reflections Art Chairperson, Hurley Elementary Parent Teacher Association

2013 – Present: School Site Council Board President, Visalia Unified School District

2013 – Present : Health and Safety Chairperson, Hurley Elementary Parent Teacher Association

2010 – Present : Oakwest/Lennar Neighborhood Watch Community Organizer Chairperson

2010 – Present : Northwest Visalia Community Action Advocate and Organizer

Jan Webster, Ed.D.
2428 Brynlyn Woods Drive * Conyers, Georgia 30013
Phone: (404) 822-0107 * Email: webster.jan@gmail.com

EDUCATION

Ed.D. Gardner-Webb University (*College of Education SACS Accredited*), August 2012
Major: Curriculum and Instruction.

M.A. North Carolina Central University (*College of Education SACS Accredited*), May 1999
Major: Educational Technology; Minor: Mathematics.

B.S. Bennett College for Women (*College of Education SACS Accredited*), May 1998
Major: Mathematics; Minor: Education.

PROFESSIONAL EXPERIENCE

04/07 – Present **Course Development and Curriculum Design**

- Provided methodical and continuous support to organizations to help ensure course integrity, validity, and reliability.
- Researched and identified technology trends and best practices in the field.
- Utilized instructional design principles and software to develop needs assessments, design, develop and implement learning experiences for adult students (on ground, online and hybrid platforms). **Adobe Articulate Storyline**
- Worked with organizations, managers and faculty to create and implement courses that help to maximize student learning outcomes
- Collaborate with faculty in coaching, supporting classroom use of technology and instructional design.
- Served as subject-matter expert on math and education course development projects.

10/14 – Present **San Joaquin Valley College** **Online**
Assistant Professor of Mathematics

- College Mathematics: online, MATH121
- College Mathematics: online, MATH122
- Business Math Applications: online, BUSN100
- Introduction to Computers: online, COMP101
- Assisted in course review and course development

08/07-03/16 **Ashford University-Online** **Atlanta, GA**
Associate Professor of Education

- Teaching, Learning and Leading in the 21st Century, EDU650
- Curriculum & Instruction Design for Increased Achievement, EDU676
- Mathematical Thinking for Teachers, EDU603
- Intermediate Algebra, MAT222
- Adult Development and Life Assessment, PSY202

West College **Atlanta, GA**

Jan Webster, Ed.D.
2428 Brynlyn Woods Drive * Conyers, Georgia 30013
Phone: (404) 822-0107 * Email: webster.jan@gmail.com

01/06-11/08 Associate Academic Dean

- Assisted the Executive Team in fulfilling their role as a policy-making group and setting strategic direction for the company.
- Enhanced relationships with central administration directors and campus leadership in order to affect horizontal and vertical integration of the instructional programs throughout the company.
- Guided evaluation of existing student learning outcome assessment framework to clarify processes with understandable communication that is inclusive to improve student engagement.
- Developed goals as the basis for detailed planning efforts and establishment of clear objectives for system processes to further decision making, reporting needs and accreditation requirements for a **staff of 40+** (including instructors and support staff).

Computer Ed-Institute & Herzing College
12/00 –12/05 Career Services Director

Norcross, GA

- Developed and implemented marketing plans to achieve graduate employment goals.
- Conducted employment workshops.
- Oversaw training and development of the Career Services staff.
- Built and maintained relationships with local and regional corporations and organizations.
- Assisted graduates in securing employment in their field of study.
- Oversaw maintenance of Career Services database.
- Maintained department compliance with government and accreditation regulations.
- Managed quality surveys.
- Maintained a minimum **95% placement rate** over the span of career.

RESEARCH INTERESTS

Brain-Based Learning, Online Learning and Diversity Issues in Adult Education (especially those related to STEM) and Adult Education

PUBLICATIONS

LeGrand, T., and Webster, J. Exploring Online Teaching and Learning, *Journal of Family and Consumer Sciences*, Forthcoming November 2016

Webster, J. (2012). *The effects of learner-centered beliefs of online college mathematics instructors on student performance* (Doctoral dissertation). Available from ProQuest Dissertations and Theses database.

PRESENTATIONS/WORKSHOPS

Camtasia and YouTube in the Classroom; AdobeConnect Presentation, April, 2017

Jan Webster, Ed.D.
*2428 Brynlyn Woods Drive * Conyers, Georgia 30013*
*Phone: (404) 822-0107 * Email: webster.jan@gmail.com*

Andragogy: Student Retention; AdobeConnect Presentation, March, 2017

Time Management; WebEx Training, February, 2017

UNIVERSITY AND COMMUNITY SERVICE

- Beulah Heights Business Conference: 2017, *Dress for Success*
- Program Review Committee: 2013-2017, *North Carolina A&T State University*
- Leading Ladies: 2001-2017, *Bennett College for Women*
- Evaluator (Accrediting Agency) Association for Biblical Higher Education

PROFESSIONAL MEMBERSHIPS

- International Society for Technology in Education

LEARNING MANAGEMENT SYSTEMS

- Blackboard - Angel - Canvas - Moodle - eCollege - Desire2Learn - Edvance360

JUSTIN HALLIGAN

7077317572 justinrhalligan@gmail.com

HIGHER EDUCATION PROFESSIONAL

INSTRUCTOR | CURRICULUM DEVELOPER | ADMINISTRATOR

Student-focused, results-oriented educator and leader. Upholds and maintains accreditation and compliance standards. Experienced in teaching and advising a diverse population while training professionals. Earns the trust and respect of others through consistency, passion, insight, and achievement. Takes action to affect positive change in both process and policy. Simultaneously manages multiple responsibilities successfully.

AREAS OF EXPERTISE

- Online Teaching and Learning
 - Learning Management Systems
 - Educational Technologies
 - Pedagogy and Andragogy
 - Classroom Management
 - Student Services
 - Multitasking and Calendar Management
 - Accreditation and Compliance
 - Procedural & Process Development
 - Crisis Management
 - Event Planning & Coordination
 - Social Media Strategy & Execution
-

PROFESSIONAL EXPERIENCE

SAN JOAQUIN VALLEY COLLEGE Visalia, CA

May 2015 - Present

Lead Online Instructor

- Achieves perfect evaluations during every module
- Provides an excellent student experience according to student reviews and learning outcome results
- Effectively redesigned English courses to improve outcomes for both students and instructors
- Meticulously reviews newly developed master courses for production
- Efficiently leads multiple instructors to improved learning outcomes and faculty reviews
- Successfully planned and coordinated the development of our upper-division General Education courses
- Executes multiple processes for improving and tracking faculty evaluations and development

HEALD COLLEGE

Program Chair, General Education Concord, CA

July 2012 - April 2015

- Managed 23 General Education Instructors to ensure that Student Learning Outcomes were being achieved
- Taught General Education courses each quarter, including developmental English and professional skills courses
- Designed academic success plans for students of various programs
- Member of Heald's Academic Senate, which provided leadership in curriculum, program, and course development
- Academically advised all AA degree-seeking students and helped facilitate student transfers to four-year institutions
- Designed the General Education portion of the quarterly course schedule
- Successfully collaborated in expanding our current articulation agreement with the CSU system
- Trained fellow program chairs in implementing various policies, procedures, and accreditation standards
- Collaboratively designed action plans across departments to increase student retention and engagement

Online Coordinator Concord, CA

July 2011 - July 2012

- Consistently maintained the best online student retention in the institution
- Facilitated the on-boarding of all new online students through one-on-one meetings and seminars
- Tutored all online students across multiple subjects, as needed
- Resolved various student issues in partnership with instructors and administration
- Trained counterparts at other campuses in relation to retention and advising best-practices
- Coordinated with various departments to ensure online students were given excellent service
- Marketed online education to the current student population while successfully managing one of the largest online populations in the institution

Instructor Concord, CA

January 2011 - July 2011

- Awarded Teacher of the Quarter during first quarter as an instructor
- Taught multiple sections of English and professional development courses
- Coordinated and led Heald's Student Retention Group
- Received exceptional evaluations by both students and supervisors

ASHFORD UNIVERSITY San Diego, CA

July 2012 - November 2012

Online Adjunct Instructor

- Taught literature and composition
- Received excellent student feedback from the anonymous student survey
- Authored course lectures
- Designed individualized lesson plans

PROFESSIONAL SKILLS

- **Technical Proficiencies:** Learning Management Systems (CampusVue, PeopleSoft, eCollege, D2L, Blackboard) Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); Articulate Storyline 2; Social Media Sites (Facebook, Twitter, YouTube, LinkedIn); complemented by ability to quickly master emerging technology.

EDUCATION & CREDENTIALS

- **California State University, East Bay**, Master of Arts in English, Bachelor of Arts in English
- **Modesto Junior College**, Associate of Arts in Transfer Studies

Krystin McCauley
Kdmccauley8@gmail.com
12 Saint Andrews Ct.
Durham, NC 27707
919-824-8434

EDUCATION

University of South Carolina, Columbia, SC, Doctor of Education, Curriculum & Instruction:
Educational Technology, Expected Graduation: May 2020

University of South Florida, Tampa, FL, Doctoral Courses, Curriculum & Instruction: Career &
Workforce Education, Instructional Technology, August 2015-May 2017

Arizona State University, Tempe, AZ, Master of Education, Curriculum & Instruction, August 2015,
GPA: 4.0

East Carolina University, Greenville, NC, Bachelor of Science, Communications; Concentration in
Public Relations, 2011, GPA: 3.63

ACADEMIC HONORS

- Dean's List 2009-2011
- Golden Key International Honour Society
- Kappa Delta Pi International Honor Society

PROFESSIONAL AFFILIATIONS

- Council for Exceptional Children
- National Council of Teachers of English
- American Association of University Professors

SUMMARY OF EXPERIENCE

Online College Instructor (General Education), San Joaquin Valley College, Visalia, CA, July 2016-present

- Plan course instruction based upon approved syllabus/outline to ensure course content and objectives are met.
- Administer and grade examinations and assignments to assess achievement of course objectives as identified in the syllabus.
- Review and analyze curriculum to meet outlined learning objectives.
- Contact students to ensure retention and course completion.
- Mentor, train, and orient new instructors.
- Develop curriculum and videos for courses.
- Track data regarding student grades, completion rates, and response rates.
- Review and present recommendations regarding multimedia presentations.
- Utilize online education system for assignments and student communication.
- Advise, tutor and provide other assistance to students as needed.

Instructional Designer, Bowen Learning Network, Chapel Hill, NC February 2016-November 2016

- Worked with Subject Matter Experts and Environmental Health and Safety professionals to develop online training content and workshops.
- Developed lesson plans, learning objectives, homework assignments, quizzes, and games.
- Served as the liaison between management and instructors.
- Reviewed and approved proposals for webinars.
- Conducted staff trainings on the use of online tools and company systems.
- Worked with cross-functional project teams to develop virtual and face-to-face trainings.
- Conducted needs analyses and developed design documents for new and existing courses.
- Facilitated the accreditation process for the certification of continuing education units.
- Audited courses and conducted instructor reviews for courses.

Curriculum Development and Program Manager (Remote), Global Purpose Academy, Lilburn, GA, May 2015-November 2016

- Served as the instructional designer by participating in the development and evaluation of new curriculum.
- Facilitated research for the development and design of curriculum.
- Coordinated the review/assessment of current curriculum to ensure that program is meeting intended objectives and requirements.
- Prepared instructional material for printing and developed outlines with the necessary basic detail to direct instruction.
- Actively pursued opportunities to continue to learn best practices in curriculum writing through research, professional development, and other learning opportunities.
- Created and conducted presentations to parents, educators, and various community organizations.
- Used new media and web 2.0/digital-based methods to develop curriculum and training.
- Trained and oriented new staff members, parents, and volunteers.
- Trained new educators on Engrade system.
- Taught students various aspects of technology in the after school program.
- Developed and facilitated a social skills training program for students.

College Instructor, English and Communications, Gwinnett College, Lilburn, GA, October 2014-December 2015

- Instructor for College English (EN111), English Composition (EN221) and Introduction to Public Speaking (SP201).
- Planned course instruction based upon approved syllabus/outline to ensure course content and objectives are met.
- Designed course curriculum, administered and graded examinations to assess achievement of course objectives as identified in the syllabus.
- Assisted with retention and course completion efforts.
- Utilized online education system for assignments and student communication.
- Used new media and web 2.0/digital-based methods to develop curriculum and training.
- Developed multimedia presentations to use as supplemental materials.
- Advised, tutored and provided other assistance to students as needed.

Teaching Assistant/Instructional Designer, Computer Technology, Underwood University, Suwanee, GA, August 2014-December 2014

- Evaluated student performance, including grading exams, quizzes, assignments, and papers. Met with course instructor and assisted in determining grading criteria. Tracked and recorded individual and overall course grades.
- Planned, scheduled, and facilitated review sessions for exams as requested by course instructor.
- Periodically delivered classroom lectures as assigned by the course instructor.
- Assisted the instructor with the development of course curriculum as requested.

ABA Therapist, All Kids First, Atlanta, GA, August 2014-August 2015

- Provided 1:1 Applied Behavior Analysis therapy for children with Pervasive Developmental Disorders/Autism.
- Utilized Discrete Trial Training techniques based on ABLLs-R criteria and assessments.
- Monitored and graphed growth and development of the clients.

Freelance Tutor, Atlanta, GA, August 2013-July 2014

- Provided academic assistance for children with learning and cognitive disorders.
- Prepared students for standardized testing.
- Created curriculum to reinforce learning objectives and provided homework support.
- Facilitated update meetings with parents.

Administrative Assistant, Creative Financial Staffing, Atlanta, GA, March 2013-June 2013

- Performed specialized administrative duties with a high degree of complexity in various functional areas such as personnel expenses, accounts payable/receivables, and purchasing.
- Created, composed, edited, and distributed correspondence, forms, announcements, reports and other departmental documents.
- Assisted with organizing seminars and training for a governmental agency.

Purchasing Coordinator, Beazer Homes, Atlanta, GA, October 2011-June 2012

- Analyzed data from external and internal sources. Provided quantitative and qualitative support for key metrics within the procurement department.
- Researched change orders, audited bid contracts, and adjusted cost updates utilizing JD Edwards software.

Tutor, Achieving Excellence, Atlanta, GA, 2011-2012 Academic School Year

- Provided one-to-one tutoring to youth in the home and public library.
- Conducted ongoing assessments of math and reading skills.
- Maintained academic records and prepared students for statewide standardized testing.

Volunteer Student Assistant, Genesis Home, Durham, NC, October 2010-May 2011

- Utilized research, communication and writing skills to assist the Director of Development and Volunteer Coordinator with special projects.
- Provided Volunteer Coordinator with recruitment strategies for after school tutoring sessions.
- Served as the marketing liaison and researched statistical data for a major charitable campaign.

Administrative Assistant & Program Aide, John Avery Boys & Girls Club, Durham, NC, June 2009-February 2010

- Answered telephone calls, greeted vendors and conducted filing /data entry.
- Maintained office supplies and equipment, reconciled cash collection, scheduled meetings, made travel arrangements and conducted mail merges.
- Performed pre-accounting duties and utilized donor software for logging donations.
- Recruited and trained volunteers.
- Served as front desk receptionist, greeted parents, signed children in and out of the facility.
- Maintained attendance database and provided visitors with information and directions in person and by phone.
- Assisted the Program Director with programming and recreational activities for youth ages 5 to 16 years.

COMPUTER SKILLS: Proficient in Microsoft Office Suite, Adobe InDesign, Donor Perfect, JD Edwards, Engrade, SAS, Camtasia, Snagit, Adobe Connect, Adobe Captivate, Articulate Storyline, Blackboard, Canvas, D2L, Moodle, Virtual Worlds, Wikis, Digital Flashcards, Electa

ADDITIONAL EXPERIENCE: ADDIE, Retail sales (2+ years), Recruitment and Training (2+ years)

PRESENTATIONS/PUBLICATIONS

- *Professional Development: The Essentials of Communication*, Raleigh, NC, 2016
- *Leadership Development Program*, Richmond, VA, 2016
- *Work Hard, Play Hard*, Bowen EHS, Chapel Hill, NC, 2016
- *Teaching and Communication: Your Role as an Early Childhood Educator*, Albert T. Mills Enrichment Center, Atlanta, GA 2013
- *The Effects of Air Pollution*, EPA and Obama Administration, Washington, DC, 2013
- *Education and Social Reform Panel*, Clark Atlanta University, Atlanta, GA, 2013
- *Genesis Home Annual Report*, Durham, NC, 2011
- *One Circle at A Time*, Genesis Home Newsletter, Durham, NC, 2010

COMMUNITY INVOLVEMENT

- Dream Makers Youth Foundation 5K Spokesperson, Atlanta, GA
- Special Event Host, Rockdale Healthcare Center, Conyers, GA
- Hands on Atlanta, Atlanta, GA
- "Respect My Vote" Voter Registration Coordinator
- United Way Street to Home Volunteer, Atlanta, GA

Dr. Debora L. Palmer

124 Sheaffer Rd.

Chestertown, Md. 21620

debora.palmer@sjvc.edu

palmerd@atlanticbb.net

443-995-5014

410-778-8133

Career Objective: To obtain an adjunct/full time position as an online instructor.

EDUCATION:

Walden University - Minneapolis, MN.

Ph. D., Education/Technology, 2010

Loyola University - Baltimore, MD.

M. Ed., Curriculum and Instruction, 2001

Towson State University - Baltimore, MD.

B.S., Biology, 1988

Additional Graduate work:

John Hopkins University - Administration & Supervision

University of Maryland - Biology and Summer Biology Institutes

Goucher College – Emphasis in Reading in the Content Areas and Educational Technology

EMPLOYMENT HISTORY

San Joaquin Valley College - Visalia, California

2015 – Present

Experienced in Online College Education/Teaching

Courses Taught: Natural Science, Sociology, Psychology

Developed Curriculum for Online Learning.

Supported and communicated strategic goals and plans for program initiatives.

Experienced in developing, teaching, and evaluating online courses suited for diverse student populations.

Implemented motivational strategies.

Experienced with the D2L online learning platform.

Managed performance goals to provide feedback in support of institutional initiatives.

Recommended improvements in curriculum and instruction initiatives that resulted in efficiency and effectiveness in teaching and improved student outcomes.

Implemented current research in learning theory and methodology.

Supported high expectations in performance.

Experienced in working with diverse populations, including nontraditional students.
Experienced using Microsoft Office Applications.

Chesapeake College - Wye Mills, MD.

2010 – 2017

Experienced in Traditional and Online College Education/Teaching and Curriculum Development
Courses Taught: Chemistry, Biology, Humans in the Natural Universe, Natural Science
Instructional Design and Planning, STEM Innovation.

Developed and communicated strategic goals and plans for program initiatives.

Managed milestones for institutional projects.

Provided feedback in support of institutional initiatives.

Developed Curriculum for Online Learning.

Experienced in developing, teaching, and evaluating traditional and online courses suited for diverse student populations.

Experienced with several online learning platforms (eCollege, Blackboard, ANGEL, CANVAS).

Analyzed student performance data promoting new teaching initiatives and increase student performance.

Recommended improvements in curriculum and instruction that resulted in higher efficiency and effectiveness in teaching and improved student outcomes.

Implemented current research in learning theory.

Assumed leadership role in course content writing for online and traditional learning platforms.

Experienced in working with diverse student populations, traditional and nontraditional students, and students with special needs.

Experienced using Microsoft Office Applications.

Corinthian College - Santa Anna, California

2010 - 2015

Experienced in Online College Education/Teaching

Courses Taught: Strategies for Success, Career Skills, Resume writing, Career and Technology Skill

Developed and communicated strategic goals and plans for program initiatives.

Experienced in teaching, and evaluating online courses using the eCollege online learning platform.

Implemented motivational strategies.

Managed performance standard goals to provide feedback in support of institutional initiatives.

Recommended improvements in curriculum and instruction initiatives that resulted in efficiency and effectiveness in teaching and improved student outcomes.

Implemented current research in learning theory and methodology.

Experienced in working with diverse populations, including traditional and nontraditional students, and individuals with special needs.

Washington College - Chestertown, MD.

2005-2007

Professional teaching experience – University Education

Teacher Mentor/Leadership for Washington College Interns.

Mentored pre-service educators on education-related practices and regulations.

Evaluated, managed the performance of preservice educators and team members.

Implemented Instructional Planning and Innovation for STEM research.

Developed and communicated strategic goals and plans for program initiatives.

Managed milestones for institutional projects.

Implemented motivational strategies.

Improved department focus leading to increased student and team member performance.

Queen Anne's County Public Schools - Centreville, MD. 2001- 2017

Professional teaching experience - Advanced Placement Chemistry, Chemistry, and Biology
Experienced with Common Core Standards, NGSS, STEM.

Implemented Instructional Planning and Innovation for STEM initiatives.

Developed and communicated strategic goals and plans for program development.

Managed milestones for institutional projects.

Improved departmental focus leading to increased student performance.

Experienced with Technology-Based Instruction and Online Instruction using APEX

Curriculum Development, Implementation, and Evaluation.

Review and analysis of performance data.

Faculty Advisory Committee Representative

Department Lead Teacher for Chemistry 2002- 2017

Science Department Cluster Leader 2001 - 2003

Mentor for new Science Instructors 2001 - 2017

School Improvement Team Representative 2001 – 2006

Anne Arundel County Public Schools – Annapolis, MD. 1988-2001

Professional teaching experience - Secondary Education

Department Lead Teacher for Chemistry.

Instructional Planning and Innovation.

Policy coordination and implementation.

Courses taught: Advanced Placement Biology, Advanced Placement Physiology, Honors

Biology, Chemistry, Physics, Marine Biology, Zoology, Oceanography, Chemistry.

Faculty Council and School Improvement Team Member.

Curriculum Evaluation and Implementation Committee.

Member of the Minority Achievement Committee.

PROFESSIONAL CERTIFICATION

Certification by Maryland State Department of Education

Advanced Professional Certificate

General Science (5-12), Biology (5-12), Chemistry (7-12)

PUBLICATION

Palmer, D. (2010). Teaching with Technology: A Multiple-Case Study of Teachers'
Perspectives on the Use of Technology-Based Instruction. ProQuest database:
UMI No. 3396559

PROFESSIONAL AFFILIATIONS

American Chemical Society

Survivors Offering Support (SOS), Maryland

NAACP, member

PROFESSIONAL REFERENCES

Available Upon Request

CYNDRA A. PILKINGTON, M.S., M.H.S, M.A., Ph.D., LPC, NCC

P.O. Box 286

Englewood, FL 34295

941/525-7313 Cell

Email = cyndra.pilkington@sjvc.edu

QUALIFICATIONS: Solid background in teaching, counseling, evaluation, testing, training, consulting, research, statistics, research methods, and both qualitative and quantitative, and analysis. Strong interpersonal communication skills, good organizational skills, flexible and adaptable. Proven leader with excellent organizational, multicultural, and administrative skills with the ability to handle many tasks simultaneously.

EDUCATION:

THE FIELDING GRADUATE INSTITUTE - SANTA BARBARA, CA

September 1997 – October 2004

Doctoral Study - Ph.D. Clinical Psychology – APA accredited school

3.84/4.00 G.P.A.

Dissertation: “Female Victims of Intimate Stalking and the Development of Posttraumatic Stress Disorder”
Psychological Testing Experience: Rorschach, TAT, CAT, Senior TAT, MMPI-2, WAIS III, WISC III, WPPSI, Trails A & B, House/Person/Tree, Family Kinetic Drawings, WRAT, CLOZE, sentence completion tests, neuropsychological testing [including Luria Nebraska, Dean-Woodcock, and Halstead Reitan], Bender Gestalt, R-BANS, Forensic assessment [i.e., Hare’s PCL] and numerous other tests.

THE FIELDING INSTITUTE - SANTA BARBARA, CA

Masters of Arts – Clinical Psychology – 2001

3.84/4.00 G.P.A.

ARMSTRONG ATLANTIC SOUTHERN UNIVERSITY: SAVANNAH, GA

December 1994 - March 1996.

Master of Health Science - Management & Administration

3.90/4.00 G.P.A.

GEORGIA SOUTHERN UNIVERSITY: STATESBORO, GA

December 1993 - December 1994

Master of Science/Criminal Justice

3.80/4.00 G.P.A.

ARMSTRONG STATE COLLEGE: SAVANNAH, GA

1991 - 1993

Bachelor of Science/Criminal Justice

Associate Degree of Applied Sciences/Law Enforcement/Criminal Justice

3.68/4.00 G.P.A.

PROFESSIONAL & LICENSED EXPERIENCE:

Dr. Cyndra Pilkington – Pro bono work for Face of Hope North Port FL 2015

Help with grant writing, developing program outcomes, assist in identifying funding efforts

Dr. Cyndra Pilkington – Pro bono work for CASA Voices for Children OK 2005-2012

Provide forensic assistance in review of case files and testing / assessment of reports.

DR.CYNDRA PILKINGTON, Sole Practitioner OK – December 2007 – Retired April 2012

Private practice as a Licensed Professional Counselor – EAP services, adult, couple’s, and group counseling..

Also provide workshops, seminars, clinical hypnotherapy & consultations.

DR.CYNDRA PILKINGTON & ASSOCIATES, P.C.OK - May 2005 – December 2007

Private practice as a Licensed Professional Counselor – family, adult, child, couple's, and group counseling. Provide psychological testing and evaluation including court ordered treatment. Also provide workshops, seminars, forensic groups & consultations, and EAP services.

RED ROCK BEHAVIORAL HEALTH – 2006 – CHICKASHA AND EL RENO OK CLINICS

Post doctoral fellowship / specialty area forensics – six [6] month rotation. Duties were: Facilitate Batterer's Intervention groups, interact with courts/DA/Probation & Parole, triage for mentally ill walk in clients, psychological testing to clarify diagnosis, counseling and other duties as assigned.

OPTIONS, INC – CHICKASHA OK – Jan 2004 – May 2005

Private practice as a counselor – family, adult, child, and couple's counseling. Also provided psychological evaluation for the OK State Department of Rehabilitative Services.

SAN DIEGO COUNTY MENTAL HEALTH DEPARTMENT – EAST COUNTY CLINIC – March 1999 – May 2003

Adult counseling, crisis intervention, one on one therapy, case management, mental outreach services, psychological testing and forensic evaluations, at a county run clinic. This clinic specializes in indigent care, probationary clients, homeless, and low SES clients. The environment is one of a diverse and multicultural nature. Conducted psycho-educational groups for wellness, smoking cessation, alcohol and drug awareness, nutrition, stress reduction, anxiety reduction, and others. [Part of internship requirements for Ph.D. fulfilled at this clinic]

SAN DIEGO COUNTY HEALTH DEPARTMENT - TB CONTROL – Oct 1998 – July 2001

Research Coordinator – Federal grant approved and funded by the Centers for Disease Control [CDC] and National Institute of Health [NIH] – in charge of all aspects of grant.

Research Specialist I – Federal grant project sponsored by Centers For Disease Control (CDC) Atlanta
Primary grant researcher and statistician. Handling all aspects of the grant; data collection, validation of data, data entry supervisor, and primary contact with Atlanta CDC.

SAVANNAH POLICE DEPARTMENT - CRIMINAL INTELLIGENCE CENTER May 1995 - October 1996

Criminal Intelligence Analyst - Management level position.

Last assignment included intelligence for 1996 Olympics - yachting venue.

Worked as civilian manager of a combined Georgia Bureau of Investigation and Savannah Police Department intelligence command center.

Appointed as the "train the trainer" on the incident tracking system designed by ACOG for all venues.

Assisted with and supported all areas of criminal investigation including analysis of information, conditional/trend/pattern analysis, and intelligence collection.

Work closely with the Violent Crimes - Multi-jurisdictional Taskforce.

Assisted detective bureau in the assessment, analysis, and mapping of Part I crimes.

Consultant for the FBI, BATF, and DEA among other federal agencies.

Developed and implemented public educational programs to reduce victimization of citizens of Savannah, by using lectures, television appearances, video programs on Public Broadcasting Stations, and published articles in a variety of publications.

Peer counselor, State of Georgia certified.

Critical Incident Stress Debriefing counselor – certified.

Intervention with homeless and severely mentally disturbed individuals seeking assistance with the police.

CITY OF SAVANNAH - PRECINCT II/POLICE DEPARTMENT - WEED AND SEED DEPARTMENT
November 1994 to May 1995

Project Coordinator/Senior Planner

Interim coordinator of federal grant project. Continued as interim planner to assist in data compilation, data assessment, and statistical analysis. High interaction with public and 27 public and non-profit agencies in Savannah. Created, developed, and implemented three projects for the Savannah Police Department, including culturally sensitive programs for low income and homeless residents of Weed and Seed designated area.

CONSULTANT - 1990-99

Consultant on numerous projects.

Contracts with Universities, Major Corporations, Non-Profit Entities, Government (State and Federal), and private companies. (Including the Head Start Program Region IX). Wide range of consultant activities from facilitator of large groups, to hands-on research, from statistical evaluation to train the trainer programs.

COUNSELOR 1984- Present

Clinical Hypnotherapist – International Certification – 2007-present

Crisis Intervention Counselor – 1993 to 2006

Critical Incident Stress Counselor [specialty area law enforcement] – 1994 to 2001

Domestic Violence – 1999 to 2012

Group counseling (e.g.; survivors of domestic violence, drug and alcohol rehabilitation, cognitive process groups, chemical dependency, stress, and many other types of groups) – 1984 to 2012..

Senior Nutrition – 1996 to present

Peer counselor for law enforcement officers – 1994 to 1996

Senior Citizens focus groups and support groups. – 1994 to 1997

Stress reduction and management counseling – 1995 to present

Train-the-trainer programs for specific types of intervention counseling (e.g.; stress reduction and management)

Wellness training – 1995 to present

PROFESSIONAL ACADEMIC EXPERIENCE:

CAPELLA UNIVERSITY – 2006- 2018 [on line & in person]

Part-Time Faculty – Graduate & Post Graduate programs

Admissions Review Committee

Residency for pre-licensure face to face learners on ground.

Course developer

FLORIDA METROPOLITAN UNIVERSITY / CORINTHIAN COLLEGES – 2004-2015 [on line]

Adjunct Faculty – Psychology&/ Criminal Justice / Forensics Departments

Course developer

ARGOSY UNIVERSITY – 2010- July 2012 [on line]

Adjunct Faculty – Graduate program - Forensic Psychology

UNIVERSITY OF SCIENCE AND ARTS OF OKLAHOMA – 2004- 2011 [on ground]

Adjunct Faculty – Social Science / Psychology / Criminal Justice Departments

Course / curriculum development

Chaired University research projects

HEALD COLLEGE – 2008-2015 [online]

Adjunct Faculty – Health Sciences & Criminal Justice Departments

Course developer

DEVRY UNIVERISTY – 2004-2006 [on line]

Adjunct Faculty – Psychology Department

OKLAHOMA CITY COMMUNITY COLLEGE – Aug 2004- Dec 2005 [on ground]

Adjunct faculty – Health Science

NATIONAL UNIVERSITY, SAN DIEGO - Dec 1996-2009 [on ground & online]

Director of the graduate health science programs [one year term]

Associate Faculty – Health Science - School of Business and Technology

Taught at both graduate and undergraduate levels.

School of Health Sciences

Undergraduate Classes:

Health Finance, Accounting, and Patient Accounts Management (HC 441)

Health Economics (HC 440)

Program Planning & Development (HC 435)
Graduate Classes:
Financial Management in Health Care (HC 629)
Health Care Management (HC 620A)
Health Care Information Systems (HC 630A)
Strategic Planning (HC 634)
Public & Mental Health Services (HC 635)

School of Nursing

Health Economics (HC 440) [On site and On line]

School of Criminal Justice

Undergraduate Classes:

Probation and Parole (CJ 453)
Research Methods (CJ 449) [On site and On line]
Senior Project (CJ 470) [On site and On line] – Currently teaching
Juvenile Offender (to teach in November 2004 – on line)
Treatment and Rehabilitation of the Offender (CJ 462)
Survey of Forensic Sciences (CJ 434)
Analysis of Criminal Behavior (CJ 444)

Graduate Classes:

Criminal Justice Information Systems Operations and Management (CJ 626)

On-Line Courses:

Juvenile Offender (CJ 437)
Senior Research Project (CJ470)

School of Public Administration

Urban Planning and Technology (PA 631)

School of Education

Health Care Across the Curriculum (ED 502) [On site and On line]

Other Experiences:

Have served as chair and reader of senior project committees and thesis committees in health science and criminal justice.

Was part of the grant team to develop on-line internet courses.

Developed web based learning in criminal justice.

National University and WASC approved internet criminal justice courses, currently used by university through their on-line learning program

Have written subsequent curriculum for the on-line courses currently on the University's web pages.

- o Have served as chair and reader of senior project committees and thesis committees in health science and criminal justice.
- o Was part of the grant team to develop on-line internet courses.
- o Developed web based learning in criminal justice.
- o National University and WASC approved internet criminal justice courses, used by university through their on-line learning program
- o Have written subsequent curriculum for the on-line courses on the University's web pages.

SOUTHERN ILLINOIS UNIVERSITY - CARBONDALE – 1998 – 2002 [on ground]

[Fall and Spring Semesters each year]

Visiting Professor - Mt. Vernon, Virginia; Balboa Naval Hospital, San Diego CA.

WEBSTER UNIVERSITY, SAN DIEGO - 2000 – 2002 [on ground]

[Fall and Spring Semesters each year]

CENTRAL TEXAS COLLEGE, SAN DIEGO - Nov 1996- June 2000 [on ground and on ships]
Adjunct Faculty Member - Ashore Program, U.S. Navy
Adjunct Faculty Member - Afloat Program, U.S. Navy

CHAPMAN UNIVERSITY, SAN DIEGO - 1996-1997 [on ground]
[Fall Semester each year]
Adjunct faculty member - graduate school/criminal justice.

ARMSTRONG SOUTHERN ATLANTIC UNIVERSITY [on ground]
(FORMALLY ARMSTRONG STATE COLLEGE) - Winter/Spring 1996
Adjunct faculty member - Government/Social Science Department

PROFESSIONAL AFFILIATIONS:

International Certification Clinical Hypnotherapist 2007-2017
American Psychology Association (APA) - 1997-2018
Southwestern Psychology Association [SWPA] – 2007-2017
American Counseling Association [ACA] – 2014-2017
Licensed Professional Counselor – OK License # 3597 Current and active
Nationally Certified Counselor [NBCC] – License # 238958 Current and active

COMMITTEES:

Admissions Committee Mental Health Graduate Programs – Capella University – 2014-2017
Dissertation Chair - Capella University – 2007-2010
Executive Board Member - Court Appointment Special Advocates CASA – Voices for Children Grady County
Chair - Policy and Procedures Committee 2005-2006
Contact Crisis Choices Program – Suicide Prevention Facilitator - Oklahoma City 2004 -2005
SPSSI - Grant committee member to determine awards for academic institutions through 1997-99.
SPSSI - Grant committee member – Grant-In-Aid program for research awards 1998-99.
SPSSI - Grant committee member – Otto Klineberg Intercultural and International Relations Award 1999.
National University - Thesis chairperson – 1997-2009
The Fielding Institute - Dean's Student Council elected representative. 1998-2000
California Psychological Association – Student representative for the Fielding Institute – 1998-2000

AWARDS:

Stephan Shank Recognition for Significant Contribution to
Learner Success at Capella University – October 2017.
Stephan Shank Recognition for Significant Contribution to
Learner Success at Capella University – June 2015.
Stephan Shank Recognition for Significant Contribution to
Learner Success at Capella University – April 2014.
Stephan Shank Recognition for Significant Contribution to
Learner Success at Capella University – October 2013.
Stephan Shank Recognition for Significant Contribution to
Learner Success at Capella University – June 2013.
Court Appointment Special Advocates CASA – Voices for Children Grady County OK. – Feb 2009 – Letter of
Appreciation.
Court Appointment Special Advocates CASA – Voices for Children Grady County OK. – July 2007 – Letter of
Appreciation.
Court Appointment Special Advocates CASA – Voices for Children Grady County OK. – June 2006 – Letter of
Appreciation.
Oklahoma Community College, Career Workshop 2005 – Forensic Psychology Overview – Letter of
Appreciation and participation.
Moore Oklahoma Public Schools – Career night presentation: Psychologist, Counselor, Forensic Psychologist. –
September 2004 – Letter of Appreciation.
Contact Crisis Choices Program, Norman, OK– October 2004 - Letter of Appreciation
National Multiple Sclerosis Society - April 1998 - Letter of Appreciation
San Diego Educational Growth Opportunities (EGO)

Foundation at San Diego State University - September 1997 - Letter of Recognition
Savannah Police Department - June 1996 - Commendation for law enforcement stress research.
Friendship Circle of Greater Chatham County - April 1996 - Award for outstanding community service.
Savannah Police Department - August 1995 - Commendation for contribution to the intelligence effort for the
1995 NationsBank Pre-Olympic Regatta.

PEER REVIEWER:

Society for the Psychological Study of Social Issues - Grant reviewer for in-house grants 1997-99. Grants range from \$500 to \$2000 and are awarded based on reviewers recommendations.

Southern Sociological Society - Reviewer of articles for peer submission to journals 1998-2002.

PUBLICATIONS:

Pilkington, C. (manuscript – in submission 2017). Female Victims of Intimate Stalking and the Development of Posttraumatic Stress Disorder. Journal on Family Violence Prevention and Health Practice. Family Violence Prevention Fund.

Pilkington, C. (December 2006). Stress and practical coping advice. Oklahoma Counseling Organization.

Pilkington, C. (Spring 2006). Female Victims of Intimate Stalking and the Development of Posttraumatic Stress Disorder. Dissertation. Home Office Research Directorate; London, England.

Pilkington, C. (August 2004). Female Victims of Intimate Stalking and the Development of Posttraumatic Stress Disorder. Dissertation. Santa Barbara, CA: The Fielding Graduate Institute.

Pilkington, C. (October 2002). Complementary and Alternative Medicine: The patient's links to mental health. Chapter submitted and accepted for publication in forthcoming text Mental Health & Alternative Medicine, Sage Publications [undisclosed publication date per publisher].

Pilkington, C. (May 1996). Protect yourself against credit card fraud. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (February 1996) Numbers you can use - Part III. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (January 1996) Fire safety for seniors. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (January 1996) Numbers you can use - Part II. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (December 1995) Numbers you can use - Part I. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (December 1995) Safety for children. Savannah Family Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. (November 1995) Safety for seniors. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

BOOKS/VIDEOS:

Pilkington, C. (Manuscript – 2017). Batterer's intervention manual: A workbook for facilitators and participants.

Pilkington, C. (Manuscript – 2016). Stress – Anxiety – Depression: A workbook for facilitators.

Pilkington, C. (1996) Workplace literacy: What is the problem with America's workers? Kearney, NE: Morris Publishing Company.

Pilkington, C. & Lightfoot, P. (September 1996) Home security & safety forum: Lessening one's chances of being a victim. Part III. Cablevision of Savannah. Video filming - aired on PBS, Cablevision, and the Government Channel.

Pilkington, C. & Wilkins, M. (August 1996) Senior safety forum: Lessening one's chances of being a victim of crime. Part II. Cablevision of Savannah. Video filming - aired on PBS, Cablevision, and the Government Channel.

Pilkington, C., Strahle, Y, & Long, G. (July 1996) Female safety forum: Lessening one's chances of being a victim of crime. Part I. Cablevision of Savannah. Video filming - aired on PBS, Cablevision, and the Government Channel.

FORMALLY PRESENTED RESEARCH PROJECTS & REPORTS:

Pilkington, C. (November 2017). Children and mental health: Appropriate vs. inappropriate age related behaviors. Conference to peer faculty Capella University: Research in Review.

Pilkington, C. (October 2017). Understanding age appropriate behaviors in foster children. GAL Sarasota Co. Florida. Training conference for new ad litem volunteers.

Pilkington, C. (October 2017). Stress reduction techniques and applications to diverse populations. Atlanta, GA Counselors in training for master's level licensure.

Pilkington, C. (July 2017). Multicultural counseling competencies. Training conference internship master's level counselors. Orlando, FL.

Pilkington, C. (February 2017). Stress reduction techniques and applications to diverse populations. Jacksonville, FL. Counselors in training for master's level licensure.

Pilkington, C. (October 2016). Stress reduction techniques and applications to diverse populations. Chicago, IL Counselors in training for master's level licensure.

Pilkington, C. (July 2016). Multicultural counseling competencies. Training conference internship master's level counselors. Arlington, VA..

Pilkington, C. (February 2016). Stress reduction techniques and applications to diverse populations. Dallas, TX Counselors in training for master's level licensure.

Pilkington, C. (October 2015). Stress reduction techniques and applications to diverse populations. Chicago, IL Counselors in training for master's level licensure.

Pilkington, C. (July 2015). The importance of religion and spirituality in healthcare settings. Atlanta, GA. Counselors in training for master's level licensure.

Pilkington, C. (February 2015). Stress reduction techniques and applications to diverse populations. Atlanta, GA. Counselors in training for master's level licensure.

Pilkington, C. (November 2014). The importance of and delivery of Multicultural Therapy for counselors. Counselors in training for master's level licensure. Dallas, TX.

Pilkington, C. (March 2012). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (October 2011). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (May 2011). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (December 2010). Stress reduction techniques and applications to a diverse population. United Nations office of Cameroon and the American School of Yaoundé. Yaoundé Cameroon West Africa.

Pilkington, C. (October 2010). Child development and the foster child.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (March 2010). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (October 2009). Parenting and technology.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (June 2009). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (October 2008). Parenting: What works.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (March 2008). Child development and the foster child.: CASA Voices For Children Training conference for new volunteers.

Pilkington, C. (November 2007). Parenting and technology.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (May 2007). Children's needs for emotional health. State of Oklahoma: CASA Voices For Children. State conference.

Pilkington, C. (February 2007). Children's needs for emotional health.: CASA Voices For Children Training conference for new volunteers. Chickasha OK.

Pilkington, C. (February 2007). Discipline: what works and what won't work in the classroom. Chickasha OK: Bill Wallace Pre-K school. Training for new preschool teachers.

Pilkington, C. (January 2007). Children's developmental and emotional health: Normal or Disorder. Chickasha OK: CASA Voices For Children. Training for new volunteers.

Pilkington, C. (November 2006). Children's developmental and emotional health: Normal or Disorder. Chickasha OK: CASA Voices For Children. Training for new volunteers.

Pilkington, C. (July 2006). Children's developmental and emotional health: Normal or Disorder. Chickasha OK: CASA Voices For Children. Training for new volunteers.

Pilkington, C. (July 2004). Female Victims of Intimate Stalking and the Development of Posttraumatic Stress Disorder. Oral Review for Dissertation. Santa Barbara, CA: The Fielding Graduate Institute.

Pilkington, C. (2000). Graduate program in Health Science for National University. Presented to Dean and President of University the revised health science graduate programs. These revisions impact all National University sites

and completed revamps the health science program.

Pilkington, C. (2000). Lab validation and accuracy tuberculosis data for San Diego. Presented to the American Association of Public Health Practitioners and the Centers for Disease Control. [Boston Conference] September 2000.

Pilkington, C. (1999). Recovered/repressed memory: Issues, facts, and fiction. Presented at Clairmont Graduate College in conjunction with the Fielding Institute. Clairmont, CA. October 1999.

Pilkington, C. (1998). Can the Rorschach be faked? Presented at The Fielding Institute. Santa Barbara, CA

Pilkington, C. (1998). Interpersonal / intrapersonal attractions. Presented at Clairmont Graduate College in conjunction with the Fielding Institute. Clairmont, CA.

Pilkington, C. (1998). PRIME analysis, Head Start Mid City San Diego. San Diego, CA. Presented to area and individual site directors of Head Start Program – Neighborhood Housing Program.

Pilkington, C. (August 1997). Senior safety forum: Lessening one's chances of being a victim of crime. EGO, San Diego State University. San Diego, CA.

Pilkington, C. (August/October 1997) Senior safety forum: Lessening one's chances of being a victim of crime. Oasis Foundation. San Diego, CA.

Pilkington, C. (January/February/March 1997) Senior safety forum: Lessening one's chances of being a victim of crime. Oasis Foundation. San Diego, CA.

Pilkington, C., Strahle, Y, & Long, G. (November 1995 - June 1996) Female safety forum: Lessening one's chances of being a victim of crime. Over 175 hour-long presentations conducted as a public service.

Pilkington, C. (June 1996) Occupational stress among front line workers: A comparison study of work and life stressors. Chief of Police & Executive Offices of Savannah Police Department, City of Savannah, GA.

Pilkington, C. (June 1996). Occupational stress among front line workers: A comparison study of work and life stressors. Thesis presentation. Armstrong State College, Department of Health Science. Savannah, GA.

Pilkington, C. (November 1995) Stress Reduction and Management Techniques. Armstrong State College, College of Nursing. Savannah, GA.

Pilkington, C. (November 1995) Ethnic Health Care Survey. United Way of the Coastal Empire, Inc. Research committee analysis presentation of findings of qualitative and quantitative results. Savannah, GA.

Pilkington, C. (October 1995) Occupational Stress and front line workers: practical applications. Savannah Police Department, Chief of Police Briefing. Savannah, GA.

Pilkington, C. (August 1995) Occupational stress among front line workers: A comparison study of work and life stressors. Armstrong State College: Savannah, GA.

Pilkington, C. (August 1995) Infant mortality rates in southern Georgia. Armstrong State College: Savannah, Ga.

Pilkington, C. (July 1995) Infant mortality rates in southern Georgia. Memorial Medical Center – Level I Trauma Hospital: Savannah, Ga. (research conducted on-site – presented to hospital general meeting)

Pilkington, C. (June 1995) Community Wellness in the City of Savannah. Georgia Southern University: Statesboro, Ga.

Pilkington, C. (March 1995) Workplace literacy and the ADA: Ethics of testing in the workplace. Georgia Southern University: Statesboro, GA.

Pilkington, C. (1994) Pediatric mortality rates of Southeastern Georgia. Submitted July 1994 to Memorial Medical Center - Foundation/Grant Division. Presented to the Directors of Pediatric Services and The Foundation, July 1994.

Pilkington, C. (1994). The problem with America's workers. Presented at Rotary Club Monthly Meeting July 1994, Savannah, GA.

Pilkington, C. (1994). Workplace literacy: Is there a problem with America's workers? Presented to Board of Directors - Candler Hospital, Savannah, Ga. June 1994

Pilkington, C. (1994). Field survey: Attitudes concerning literacy among the employed adults of greater Chatham County. Georgia Southern University in conjunction with Savannah State College: Savannah, GA, June 1994.

Pilkington, C. (1994). What works at work? Workplace literacy in action. Presented to Board of Directors, Candler Hospital, Savannah, GA, June 1994.

Pilkington, C. (1994). The problem with America's workers. Presented at Richard Arnold Center for Adult Literacy, Savannah, GA, May 1994.

Pilkington, C. (1994). Workplace literacy: Is there a problem with America's workers? Presented to Board of Directors - Candler Hospital, Savannah, GA, March 1994.

Pilkington, C. (1993) Capital punishment: Attitudinal survey. Armstrong State College: Savannah, GA, August 1993.

WITH OTHER AUTHORS:

Moser, K., Allen, B., & Pilkington, C. (August 1998). Laboratory verification and data abstraction for

tuberculosis. Submitted to the Centers for Diseases Control (CDC) - Atlanta. Grant continuation request for \$78,000 - funded January 1999 for \$70,800.

Pilkington, C. & Tolbert, J. (April 1997) Prostitution task force: Cleaning the streets. International Police Chief Journal 64(4). 165-167.

Pilkington, C. & Roy, G. (July 1996). Preventing fraud and flim-flam. Coastal Senior Magazine. Savannah, GA: Coastal Publications.

Pilkington, C. & Roy, G. (January - June, 1996). Protect yourself from fraud and flim-flam: Safety forum for senior citizens. Savannah, GA.

Pilkington, C. & Strahle, Y. (January - June, 1996). How not to be a victim: Safety forum for females. Savannah, GA.

Rassoul "Russ" Alizadeh

Laguna Niguel, CA 92677

Phone: (949) 933-4884

rafaculty@gmail.com

SUMMARY

An accomplished and seasoned Computer Information Systems Instructor and Information Technology Specialist with diverse background and over 20 years of academic and teaching experience (both on-ground and online) and 15 years of industry experience (both managerial and technical). Key competencies include instructional design, subject matter expert, curriculum design and development and ability to develop a variety of teaching techniques and assessment methods to engage student interest supporting a variety of learning styles and promoting use of instructional technology in curriculum delivery.

WORK HISTORY

University of Phoenix, Costa Mesa, California

2002 – Present

Adjunct Information Systems & Technology (IS&T) Professor

Teaching assignments and subjects include Computers and Information Processing, Systems Analysis, Project Management, Systems Development, Windows and Linux Operating Systems, Cybersecurity, Ethical Hacking, Forensics, Virtualization, Cloud Computing, Telecommunication, Networking, e-Business, Business Applications, and Business Information Systems. Recipient of Teaching Excellence Award in 2016.

San Joaquin Valley College, Visalia, California

2015 – Present

InfoTech Adjunct Faculty

Responsible to teach online courses on Computer Literacy and Applications for the Professional, Introduction to Microsoft Office 1 and 2, A+ Hardware and Software, Windows Server Installation and Configuration, Windows Server Administration, Wireless Local Area Networks (LAN), Network+, Security+, Penetration Testing, Computer Forensics, and CompTIA Certification Review.

MiraCosta Community College, Oceanside, California

2017 – Present

Computer Information Systems Associate Professor

Teaching assignments include Cisco authorized CCNA and IT Essentials NetAcad classes and CompTIA aligned Security+ and Network+ courses.

Westwood College, Torrance, California

2004 – 2015

Adjunct Information Technology Instructor

Teaching assignments included online and on-ground courses on Emerging Technologies, Electronic Messaging Systems, Local and Wide Area Networking, Disaster Recovery, A+, CCNA, Security+, Cloud+, Linux+, Intrusion Detection, Network Management, Wireless Networking, Desktop Computing, Microsoft Office, Active Directory, Advanced Troubleshooting, and Microsoft Server Administration courses. Responsibilities included developing and updating numerous online course curriculum and content utilizing eCollege and Blackboard portals. Club IT Faculty Advisor. Recipient of Faculty of the Year award in 2011 and Faculty of the Term award in 2013.

Mt. Sierra College, Monrovia, California

1994 – 2011

Information Technology Professor

Teaching assignments included (both online and on-campus) courses on Local and Wide Area Networking, Wireless Networking, Project Management, Disaster Recovery, SNMP Network Management, Microsoft System Administration, Information Security and Forensics courses. Responsibilities included numerous online and on-ground course content design and development utilizing eCollege's portal.

Bank of the West (formerly Sanwa Bank), Monterey Park, California

1998 – 2002

Enterprise Information Security Manager

Managed and directed daily activities and assigned staff tasks of information security. Analyzed, recommended, and developed enterprise-wide security policies and guidelines and raised employee awareness standards. Conducted and coordinated security problem resolutions, product research and evaluations, and project management. Provided advice and counsel to senior management concerning security requirements for all platforms and worked with FDIC auditors on security audits.

Worked with other groups throughout the Bank to define security procedures, built and managed security infrastructure and provided security perspective to IT functions such as backup/recovery, business contingency, change control, internet access, and software distribution. Provided security requirement input for the e-Commerce infrastructure initiatives, developed security policies for Microsoft Windows server and clients, Novell NetWare, Oracle, and UNIX platform.

Senior Team Lead (Open Systems Engineering)

Provided technical leadership and support to OSE staff and MicroAge help desk support personnel. Performed research, implemented solutions to technical problems, and developed proposals and directed projects. Interfaced with vendors and senior management team. Directed and coordinated OSE activities toward achieving IS and bank objectives. Provided technical consultation on business applications to business units. Worked in conjunction with other IS units to support cross-area objectives. Developed and conducted various computing and technology classes for the IS staff, departmental users and support personnel on Lotus Notes, Networking, various Application Software, Windows and other topics.

British Petroleum (Hitco Carbon Composites), Gardena, California

1988 – 1997

Senior Information Systems Specialist

Accountable for all phases of design, development, coding, testing, implementation, and maintenance of computerized administrative, financial and manufacturing information systems (WDS MRP II system). Provided coded, tested and documented program modules in COBOL and IBM Cognos Powerhouse by using standard job control procedures. Prepared documentation for the completed systems and user manuals in accordance with existing documentation standards. Interacted with all user department representatives and functional personnel. Responsibilities included information systems security planning and implementation and training departmental users on using different application software. Coordinated and executed Disaster Recovery solution for DEC VAX, Alpha, Novell, and Windows platforms with SunGard Recovery Systems. Represented IT in a company-wide ISO 9000 implementation effort.

California State University, Fullerton, California

1987 - 1988

Applications Programmer

Responsible for maintaining and updating Parking Citation and Decal System(s) for the CSUF's Public Safety. This included maintaining current software, developing new application programs utilizing COBOL on a HP 3000 mini frame platform, and interfacing with all users of the system. Trained and supervised all data entry operators for system(s). Acted as resident PC expert.

EDUCATION

Bachelor of Arts in Computer Science, St. Mary's University of San Antonio, Texas

Master of Science in Computer Information Systems, St. Mary's University of San Antonio, Texas

CERTIFICATIONS

Cisco Certified Network Academy Instructor (CCNA, IT-E), MCSE, MOS, CompTIA Security+ CE, and CNE.

Robert Vasile

289 Forest Glen Way
Morganton, NC 28655

Phone: 559-303-9899
E-mail: robert.vasile@sjvc.edu

Objective	Information Technology Instructor
Professional Experience	<p>San Joaquin Valley College Online March 2015 – Present</p> <p>Instructor, Information Technology</p> <ul style="list-style-type: none">○ Teach online courses in web, databases, networking, security and computer support.○ Develop information technology online courses <p>Independent Contractor Morganton, NC January 2005 – Present</p> <p>Information Technology Consultant</p> <ul style="list-style-type: none">○ Provided hardware purchasing consulting services for non-profit organizations○ Designed custom databases for textile factories○ Implemented network and backup services for small businesses○ Trained users on advanced MS Office features <p>Western Piedmont Community College Morganton, NC January 2004 – May 2015</p> <p>Instructor, Information Technology</p> <ul style="list-style-type: none">○ Provide face-to-face, hybrid and online instruction in software applications, project management, web technologies, networking, databases and systems analysis○ Design, develop, review and implement online courses○ Train and mentor faculty on educational technology○ Advise students on program and career planning <p>Solectron Technology, Inc. Charlotte, NC June 2000 – January 2004</p> <p>Programmer Analyst</p> <ul style="list-style-type: none">○ Designed and built custom software applications○ Built and optimized databases and data warehouses○ Performed user training for new software deployment○ Led various IT regional projects for the North American sites
Education	<p>University of North Carolina at Charlotte Charlotte, NC</p> <p>M.S., Information Technology, December 2003 Concentration: Advanced Databases and Knowledge Discovery</p> <p>Concord University Athens, WV</p> <p>B.S., Business Administration, May 2000 Concentration: Finance Valedictorian – Class of 2000</p>
Technologies	<ul style="list-style-type: none">◆ Learning Management Systems: Blackboard, Moodle, D2L, eCollege◆ Development Tools and Platforms: PHP, HTML, SQL, Dreamweaver, Apache, IIS◆ Database Tools: SQL Server, Oracle, MySQL, MS Access◆ Data and Object Modeling: Visio, UML◆ Application software: Word, Excel, PowerPoint, Access, Project, Outlook

Certifications	<ul style="list-style-type: none">◆ Microsoft Office Specialist in Word, Excel, PowerPoint and Access◆ CompTIA A+, Network+, Security+◆ Adobe Certified Associate – Web Authoring Using Adobe Dreamweaver◆ Microsoft Technology Associate – Database Fundamentals
Volunteer	<ul style="list-style-type: none">◆ Coach for Cyberpatriot team at Morganton Day School◆ Soccer coach for Morganton Recreation department.



Michelle Davis, CHP, PA-C

8732 E Bonita Drive * Scottsdale, AZ 85250

profmdavis@gmail.com * (480) 206-4827

Experienced Medical Practitioner - Online Instructor/Developer

I am a board certified holistic medicine practitioner and physician assistant with twenty years of experience in clinical practice and healthcare management and previous experience as a medical assistant, surgical technologist and pharmacy technician. I have twenty years of higher education teaching, consulting and course development experience, the past twelve years online. I am proficient with many online platforms and the use of technology in the classroom as well as current on continuing education and best practices. I have achieved Advanced Facilitator Certification. My diverse experience including nine years in the military provides insight into facilitating the varied needs of adult, military and multicultural online learners with a focus on student centered learning. My experience as a manager, clinician and educator in many areas of health and science offers a comprehensive perspective of the multidimensional healthcare system. Working part time as a practice manager and clinician as well as working part time as an adjunct faculty member allows me to remain current and share my passions.

EDUCATION

Academy of Health Sciences Sept 1993

Degree: Diploma: GPA: 4.0
Specialty Certificate: Medical Assistant/Surgical
Technologist

Madison University Sept 2002

Degree: Professional Doctorate GPA: 4.0
Continuing Education Studies
Specialty: Holistic Science

University of Nebraska Medical Center Aug 1998

Degree: B.S. Physician Assistant Program GPA: 3.5
Specialty/Residency: Surgery/Biology

Saint Leo University Jun 2013

Degree: MBA-HC GPA: 4.0
Specialty: Health Care Management

University of Nebraska Medical Center May 2000

Degree: M.S. Physician Assistant Studies GPA: 4.0
Specialty/Residency: Family Practice/Healthcare
Administration

Arizona State University - Currently enrolled

Degree: Clinical Doctorate Current GPA: 4.0
Specialty: Integrated Care





SUMMARY OF QUALIFICATIONS

ONLINE ADJUNCT FACULTY | COURSE DEVELOPMENT | EDUCATION CONSULTING

(1999-Present)

San Joaquin Valley College * Logan College of Chiropractic * Grand Canyon University * South University *
University of Alaska * Excelsior College

Courses taught/developed: AMA 223 Medical Office Management & Computer Applications * BUSN 140 Human Resource Management * BUSN 150 Small Business Management * CMA 161 Introduction to Pharmacology and Administration of Medication * CMA 170 Medical Office Applications and Communication * HCP 101 Structural Anatomy and Terminology * HCP 102 Body System Anatomy and Terminology * HCP 203 Microsoft Office Management * HCP201 Diseases and Disorders * HTH 103 Human Relations & Health Care * MAP 105 Laboratory Procedures * MAP 115 Pharmacology and Medication Administration * MAP 125 Clinical Procedures * MAP 205 Front Office Procedures * MAP 215 Back Office Procedures * MBC 105 Body Systems and Pathology * BIO 317 Science Communication and Research * HLT 362 Applied Statistics for Health Care Professions * HLT 100 Healthcare Roles and Integration of Patient Care * HLT 307 Professional Dynamics and Allied Health Professions * HLT 324 Transcultural Health Care * HCM 305 Computerized Health Information Systems * HCM 201 Introduction to Health Care Management * BIO 206 Diseases of the Human Body * HM 110 Introduction to Patient Care * HM 160 Medical Office and Records Management * SC 130 Health and Wellness * HM 290 Law and Ethics for the Health Care Professional * MSN 5100 Survey of Natural Therapies * MSN 5020 Nutrition and Physical Performance * MSN5425 Clinical Nutrition in Human Systems * BIOL 103 Biology * BIOL 111 Anatomy and Physiology I * BIOL 112 Anatomy and Physiology II * BIOL 240 Microbiology * MAST 201 Intermediate Information Processing * HCMI 307 Health Care Reimbursement Systems * BIO 1015 Pathophysiology * AHS 1001 Medical Terminology * SCI 241 Nutrition * AMA 152 21st Century Primary Care and Disaster Preparation * AMA 142 Epidemiology * AMA 151 Computer Software Applications and Electronic Records in Healthcare * AMA 132 Psychology of Human Relations in Healthcare * HM 210 Healthcare Statistics and Data Analysis * AMA 145 Biostatistics and Scientific Evaluation

Consulting: Herzing University – developer/peer review, Excelsior College - Curriculum Committee, Kaplan University - Clinical Placement Manager-Health Information Technology/Medical Office Management/Medical Assisting, National American University – Anatomy and Physiology Review Committee

Publishing: Manuscript reviewer board member, The Journal of Athletic Medicine

Peer Review Board Member: The Journal of Instructional Research – Center for Innovation in Research and Teaching

PUBLICATIONS | BOOKS | PODCASTS

“Long-Term Benefits of a Proper Diet”. *AZ Central Nutrition*

“Chemodenervation of Sweat Glands of the Back Using Botulinum Toxin Type A for Treatment of Primary Hyperhidrosis”. *Advance Journal*.

“Gastroesophageal Reflux Disease: Update on Current Evaluation and Management.” *Physician Assistant Journal: CME Recertification Series*

“Holistic Dermatology: How and Why? An Instructional Guide on the Need for Holistic Practices and the Integrative Approach to Dermatological Conditions for Providers”. *Dissertation*.

Holistic Health Series: Skin Care Holistic approach to common skin conditions

Holistic Health Series: Stress Three step process to alleviate stress. A functional approach for everyday people in their everyday lives

PODCASTS: Environmental Science: Pesticides, Household Chemicals may be Making You Sick, Arctic Drilling, Genetically Engineered Foods, Global Warming, Animal Testing, Ecological Footprint, Endangered Species, Ecotourism, Organic Foods
General: Studying Tips, Stress, Science: RBGH, Marine Biology, Imaging X-Rays Cause Cancer, Terrorist Attack, what you need to know about a biological chemical attack, New Species, Lasers in Healthcare, Lab Safety, Biotechnology, Genetics, Bioethics
Health: Acne, Eczema, GERD, Osteoporosis, Arthritis, Stroke, MI, Thyroid Disease, Leukemia, Asthma, Emphysema, Kidney stones, Cancer, Antibiotic Resistance, Influenza.





PRACTICE MANAGEMENT | CLINICAL EXPERIENCE | HEALTHCARE CONSULTING
(1993-Present)

Chellago Healthcare - Responsibilities: Training staff and medical practice building and risk management, various community and conference lectures
ConHealth-GlaxoSmithKline Pharmaceuticals - Responsibilities: Training and education, diabetic and anti-infective consultant/regional medical scientist
Harmony Holistic Center-Physician Assistant/Holistic Medicine Practitioner | Practice Manager - Responsibilities: Provide Holistic Medicine/Practice Manager
Dermatology Physician Assistant | Practice Manager
Responsibilities: Dermatology specialty medicine, cosmetics and surgery/Practice Manager
Family Practice/Surgical Physician Assistant | Hospital Liaison
Lexington Family Practice/ Thoracic and Cardiovascular Associates
Responsibilities: Family practice medicine/ Saphenous vein harvesting, first assist, hospital and office care, hospital liaison
Medical Assistant/Surgical Technologist/Physician Assistant
Army/Air Force National Guard 1993 – 2002
Responsibilities: Medical support, leadership, training, base health and fitness officer

PROFESSIONAL AFFILIATIONS

American Academy of Physician Assistants
American College of Healthcare Executives
American Health Information Management Association
American Holistic Health Association
Association for Continuing Higher Education
Association for the Study of Higher Education
Health Care Administrators Association
Society of Army Physician Assistants
Society of Dermatology Physician Assistants

CURRENT BOARD CERTIFICATION | LICENSURE | SPECIALIZED TRAINING

Arizona Board of Medical Examiners, License #2611
American Alternative Medical Association Commission on Certification (AAMA)
National Commission on Certification of Physician Assistants (NCCPA)
American Holistic Health Association Certification
Drug Enforcement Administration - Controlled Substance Registration Certificate
Arizona Class One Fingerprint Clearance
Military Secret Clearance
Certificate: Designing Online Courses for Significant Student Learning
Advanced Facilitator Certification: Specialty: Online facilitation



CYNTHIA MOHOLLAND

986 Ridge Road Robbinston, Maine | 207.726.9612; 207.454.1016 | Cynthia.moholland@sjvc.edu

EDUCATION AND CERTIFICATION

American Association of Medical Assistants Certified Medical Assistant	Current
American Association for Clinical Pathology Phlebotomy Technician Certification	Current
Business Administration, Thomas College, Waterville, Maine Master of Business Administration; Date Conferred – December 2001	2000-2001
Masters level coursework, University of Wisconsin – Stout & Grand Canyon University 15 Graduate credits in English and teaching methods coursework	2008-2011
Business Administration, University of Maine at Machias, Machias, Maine Baccalaureate of Science, Cum Laude; Date Conferred – May 2000	1998-2000
Medical Assisting, Washington County Community College, Calais, Maine Certificate in Medical Office Technology; Date Conferred – May 1998 Associate of Applied Science in Office Information Systems; Date Conferred – May 1998 Associate of Applied Science in Medical Assisting; Date Conferred – December 2012	1996-1998 1996-1998
Education Methods Coursework, University of Maine at Presque Isle, Presque Isle, Maine Teaching methods coursework	2010

EDUCATION EXPERIENCE

San Joaquin Valley College Medical Assisting Instructor Business Instructor English Instructor Instruct medical assisting, business and English courses in an online format. Courses currently being delivered: Clinical Procedures, Front Office Procedures, Laboratory Procedures, Medical Terminology, Business Math and English I. Participate in curriculum updates.	2015 – present
Washington County Community College, Calais, Maine Department Chair – Career Programs Act as a liaison between career program faculty in Adventure Recreation and Tourism, Business, Computer Technology, Education, and Medical Assisting and College Administration. Coordinate schedule development and adjunct faculty hiring.	2015-present
Washington County Community College, Calais, Maine Medical Assisting Instructor Instruct medical assisting and business courses in live, hybrid, and online formats. Deliver medical assisting curriculum to meet accreditation standards of the American Association of Medical Assistants. Courses currently being delivered: Phlebotomy, Pharmacology, Medical Management, Electronic Medical Records, Medical Transcription, Word Processing and Keyboarding. All courses are offered in live and online or hybrid formats. Advise students, develop curriculum and serve on the academic and curriculum affairs committee.	2011-present
Washington County Community College, Calais, Maine Adjunct Instructor Instructed and developed live and online offerings including: Database Structure and Development, Introduction to Computer Applications (Word, Excel, PowerPoint, Access) Ethics, Developmental Writing, College Composition and Literary Special Topics: Maine Authors.	2002 - 2011

Woodland Jr./Sr. High School/Jobs for Maine’s Graduates, Baileyville, Maine and Augusta Maine
Teacher and Job Specialist 2010-2011
 Taught and mentored 60 high school junior and senior students. Delivered a nation-wide competency based/project linked curriculum relating to job skills and workplace readiness. Students placed in seven events at a state-wide competition evaluating their knowledge of the program’s content.

Washington County Community College, Calais, Maine 2000-2010
Assistant Dean of Enrollment Management/Registrar
 Oversaw all aspects of admissions, enrollment, registration, student recruitment, and public relations. Supervised a staff of six. Developed and implemented the college’s strategic enrollment management plan. Performed all duties related to student registration and institutional research including system, state and national reporting. Served as the Veterans education certifying official. Chaired the curriculum committee.

Washington County Community College, Calais, Maine 1999-2000
Senior Office Assistant
 Assisted with the operations of the division of Community Education.

RELATED EXPERIENCE

Apple Creek Wreath Company, Robbinston, Maine 2001-present
Co-owner and Operator
 Perform the marketing, advertising, accounting, production, e-commerce and sales functions.

Calais Regional Hospital, Calais, Maine 2012
Phlebotomist Internship – 280 hours.
 Performed venipuncture and other specimen collection.

Eastport Health Care, Eastport, Maine 2012
Medical Assistant Intern – 280 hours.
 Performed administrative and clinical medical assisting duties including reception, taking vitals, injections, specimen collection and experience with electronic medical records.

Havey and Wilson Pharmacy, Eastport, Maine 1997-1999
Pharmacy Billing and Payroll
 Performed all fiscal duties related to the pharmacy. Assisted the pharmacist.

The First, Calais, Maine Summer 1997 & 1998
Teller

MEMBERSHIPS/CONFERENCES

Member of American Association of Medical Assistants (AAMA), Current Member

American Society for Clinical Pathology (ASCP), Current Member

Northeast Laboratory Annual Conference – October 2015
Portland, Maine

Maine State Society for Medical Assistants Annual Conference – April 2015 & April 2016
Augusta, Maine

Phlebotomy Supervisors Boot Camp – Center for Phlebotomy Education – November 2013
Louisville, Kentucky

American Association of Medical Assistants National Conference – September 2013
Atlanta, Georgia

Northeast Laboratory Annual Conference – October 2012
Portland, Maine

American Association of Medical Assistants National Conference – October 2011
Indianapolis, Indiana

COMMUNITY/VOLUNTEERISM

Boy Scouts of America – Pack 132, Calais Maine, Pack Committee Member

Calais Elementary Parent/Teacher Organization Member

Little League Volunteer

Sherry Davis
Sherrydavis49@gmail.com
330-402-5325

OBJECTIVE

To build a long-term career as an instructor and/or course developer with opportunities for career growth.

EDUCATION

Ashford University, Clinton, IA
Master of Business Administration
Specialization: Healthcare Administration
November 2012-March 2014

Ashford University, Clinton, IA
Bachelor of Arts in Health Care Administration
Minor: Human Resources
April 2009-October 2012

American Academy of Professional Coders
Certified Professional Coder- CPC
June 2009

American Academy of Professional Coders
Certified Professional Coder-Instructor- CPC-I
June 2011

American Academy of Professional Coders
Certified Professional Medical Auditor-CPMA
March 2012

American Academy of Professional Coders
Certified ICD-10 Trainer
July 2013

American Academy of Professional Coders
Certified Professional Compliance Officer- CPCO
October 2013

EMPLOYMENT HISTORY

Adjunct Instructor

6/2017-Present

daymarcollege.edu

Daymar College

2691 Trenton Rd

Clarksville, TN 37040

Lead classroom activities in an asynchronous environment utilizing Canvas platform. Prepare and lead weekly classes. Motivate, encourage, and assist students with academic issues and class attendance. Provide outreach to struggling students to offer support and tutoring. Maintain an accurate and fair grading scheme for each student.

Adjunct Instructor/ Course Development

6/2015-Present

SJVC.edu

San Joaquin Valley College

Visalia, CA

Lead classroom activities in an asynchronous environment. Utilizing D2L platform. Prepare and lead weekly class lectures. Create weekly lesson plans to keep students involved in the classroom and studies. Motivate, encourage, and assist students with academic issues and class attendance. Provide outreach to struggling students to offer support and tutoring. Maintain an accurate and fair grading scheme for each student. Course development/Subject Matter Expert, and curriculum revision of medical billing and coding, medical assisting, health care management, business, retail, human resources, and marketing.

Adjunct Instructor

12/2013-Present

ultimatemedical.edu

Ultimate Medical Academy

Clearwater, FL

Lead classroom activities in an asynchronous environment. Utilizing Blackboard platform. Prepare and lead weekly class lectures via Blackboard Collaborate. Create weekly lesson plans to keep students involved in the classroom and studies. Motivate, encourage, and assist students with academic issues and class attendance. Provide outreach to struggling students to offer support and tutoring. Maintain an accurate and fair grading scheme for each student. Conduct scheduled office hours and weekly live labs via Blackboard Collaborate.

Coding and Reimbursement Manager

3/2008-6/2015

Primary Health Network

Sharon, PA

Oversee 50+ employees in coding, billing, collections, and reimbursement. Manage personnel assignments and issues, vacation, payroll, performance evaluations, performance improvement plans, and disciplinary action. In charge of all hiring for the department. Carryout financial reporting for over 140+ providers and mid-levels. Provider and employee education and training of CPT, ICD-9-CM, ICD-10-CM, & HCPCS coding to prepare employees to take AAPC Certification Exam. Quarterly medical record auditing for 140+ providers. Coding family practice, internal medicine, surgical, OB/GYN, orthopedics, chiropractic, behavioral health, pediatrics, podiatry, neurology, and urgent care. Responsible for compliance and regulatory training for department. Maintain all

records, as well as updates for FQHC billing to insure compliance with all state and federal billing regulations. Evaluate billing functions in accordance to financial policy and procedures. Perform analytical reporting for over 140+ medical, behavioral health, urgent care, and specialty sites. Contracted to evaluate coding, billing, and revenue cycle deficiencies for struggling FQHC & RHC's, as well as assist with staff training and completion of cost reports.

Office Manager
Michael Miladore, M.D.
Youngstown, OH

8/2000-3/2008

Billing Manager
Youngstown Community Health Center
Youngstown, OH

2/1997-8/2000

PROFESSIONAL MEMBERSHIPS

American Academy of Professional Coders
Certified Professional Coder- CPC
June 2009

American Academy of Professional Coders
Certified Professional Coder-Instructor- CPC-I
June 2011

American Academy of Professional Coders
Certified Professional Medical Auditor-CPMA
March 2012

American Academy of Professional Coders
Certified ICD-10 Trainer
July 2013

American Academy of Professional Coders
Certified Professional Compliance Officer- CPCO
October 2013

American Academy of Professional Coders
AAPC Fellow
September 2017

EXTRACURRICULAR ACTIVITIES

Volunteer to tutor and speak at monthly AAPC chapter meetings to keep members up to date on changes, as well as advancements within the medical billing and coding sector. Other activities include reading and painting.

AAPC Boardman, OH Local Chapter President- 2016 - Present
AAPC Sharon, PA Local Chapter President 2011- Treasurer 2012

ERYN E. LUKIC, MBA, RHIT, CPC, COC, CMRS, CEDC, CCS-P, CPC-I

10011 Prairie Crossing Drive
Franksville, WI 53126
414.313.3511
eryn.lukic@yahoo.com

OBJECTIVE

To secure a position that would allow me to utilize my knowledge and experience in an instructional environment while also helping college students recognize their professional goals.

EDUCATION

University of Wisconsin- Milwaukee Milwaukee, WI

- Bachelor of Science Major: Healthcare Administration
Minor: Business Administration

- Graduation: May 2005

Cardinal Stritch University Milwaukee, WI

- Masters of Business Administration
- Graduation: June 2008

Hutchinson Community College Online, Kansas

- Associates Degree: Health Information Technology
- Graduation: December 2013

AHIMA Academy for ICD-10 CM/PCS Trainers

- Certified ICD-10 CM/PCS Trainer (AHIMA): August 2011
- Former member of ICD-10 CM/PCS Ambassador Program

Certified Professional Coder (AAPC): September 2005

Certified Medical Reimbursement Specialist (AMBA): March 2009

Certified Emergency Department Coder (AAPC): November 2009

Certified Coding Specialist- Physician Based (AHIMA): February 2011

Certified Outpatient Coder [formerly CPC-H] (AAPC): July 2012

Certified Professional Coder-Instructor (AAPC): November 2013

Registered Health Information Technician (AHIMA): January 2014

PROFESSIONAL ORGANIZATIONS

American Academy of Professional Coders (AAPC): September 2005

American Medical Billing Association (AMBA): February 2009

American Health Information Management Association (AHIMA): January 2011

EXPERIENCE

LogixHealth (formerly MRSI)

Virtual Office, MA

2008-present

Director, Coder Quality

- Work remotely to oversee accuracy and coder quality for 200+ clients
- Oversee global auditors to schedule and facilitate quality audits
- Work with global partners to ensure coded charts meet accuracy standards
- Answer client questions
- Orchestrate defense and review of external audits with clients
- Create and deliver coding philosophy to internal staff and external vendors
- Create and maintain education/training materials

San Joaquin Valley College Virtual, California 2016- present

Online Adjunct Faculty- Medical Billing and Coding

- Instruct Medical Billing and Coding courses, including: Medical Billing Practicum, CPT Coding, Medical Office Principles, Body Systems and Terminology, etc.
- Facilitate classroom discussions
- Answer students' questions within twenty-four hours of receipt
- Assist students with navigating around the online platform [D2L]
- Post informational announcements
- Grade all course assessments in a timely fashion
- Adhere to classroom performance standards

Herzing University Online Virtual, Wisconsin 2009-present

Online Adjunct Faculty- Medical Billing and Coding

- Participate in classroom discussions in order to move content in the right direction
- Answer students' questions within twenty-four hours of receipt
- Assist students with navigating around the online platform [Blackboard]
- Instruct Medical Billing and Coding courses, including: Medical Business Operations, Medical Billing and Insurance Procedures, Medical Office Procedures
- Post informational announcements
- Ensure student's participation in the classroom
- Reach out to non-participating students
- Grade all course assessments in a timely fashion

Corinthian Colleges Virtual, Arizona 2009-2014

Online Adjunct Faculty- Medical Billing and Coding & Business Administration

- Instruct Medical Billing and Coding courses, including: Medical Office Management & Compliance, Medical Office Procedures, Medical Insurance Billing, Introduction to ICD-10-CM/PCS, Introduction to Management, Principles of Management etc.
- Ensure students participate in discussions

- Answer students' questions within twenty-four hours of receipt
- Assist students with navigating around the online platform [eCollege]
- Post informational announcements
- Participate in classroom discussions in order to move content in the right direction
- Grade all course assessments in a timely fashion

Virginia College

Virtual, Wisconsin

2011-2013

Online Adjunct Faculty- Medical Billing and Coding

- Participate in classroom discussions in order to move content in the right direction
- Answer students' questions within twenty-four hours of receipt
- Assist students' with navigating around the online platform
- Instruct Medical Billing and Coding courses
- Post informational announcements
- Ensure student's participation in the classroom
- Reach out to non-participating students
- Grade all course assessments in a timely fashion

Carrington College Online

Virtual, Illinois

2011-2013

Online Adjunct—Business Administration & Healthcare Administration

- Participate in classroom discussions in order to move content in the right direction
- Answer students' questions within twenty-four hours of receipt
- Assist students' with navigating around the online platform
- Instruct Business & Healthcare Administration courses, including: Introduction to Business Administration, Introduction to Healthcare Administration, Introduction to Marketing, etc.
- Post informational announcements
- Ensure student's participation in the classroom
- Reach out to non-participating students
- Grade all course assessments in a timely fashion

CTU University Online

Virtual, Colorado

2009-2010

Online Adjunct Faculty- Health Administration Services

- Facilitate synchronous lectures through online platform [WebCT]
 - Develop online lectures to present to students
 - Participate in discussion forums with students
 - Grade all course assessments in a timely fashion
 - Answer students' questions within twenty-four hours of receipt
 - Reach out to non-participating students
-

Bryant & Stratton College Milwaukee, Wisconsin 2009-2010

Adjunct Faculty- Medical Administrative Assisting

- Instruct Medical Coding and Billing courses, including: Coding I & II, Healthcare Reimbursement, Advanced Billing, & Medical Office Systems
 - Ensure retention numbers are met and exceeded
 - Provide personalized attention to students
 - Develop syllabi and lectures for individual courses
-

Bryant & Stratton College Milwaukee, Wisconsin 2008-2009

Academic Program Director-Medical Administrative Assisting

- Oversee Medical Administrative Assisting Department, Curriculum & Faculty
 - Instruct Medical Coding and Billing courses, including: Coding I & II, Healthcare Reimbursement, Advanced Billing, & Medical Office Systems
 - Ensure retention numbers are met and exceeded
 - Develop authentic assessments that assist with the incorporation of real world experiences in the classroom
 - Reconcile any grade challenges students may have
 - Ensure coursework is both rigorous and relevant
 - Supervise both full time and adjunct faculty
 - Provide skills assistance to students
 - Responsible for developing and running a boot camp for the CMRS examination
 - Ensure that all faculty meet credentialing requirements set forth by Systems
 - Keep current with any coding and/or billing updates that should occur
 - Ensure supplemental syllabi prepared by faculty closely aligns with both policies set forth by Systems and provides a structure conducive to learning
-

Medical Reimbursement Systems, Inc Virtual/Online, MA 2008-2009

Medical Coder

- Abstract ED records
 - Append the appropriate CPT (both E/M and procedure) and ICD-9 code based upon documentation and medical decision making
 - Work virtually with both an EMR and electronic billing system
 - Provide feedback (electronically) for any missing elements in the record
 - Ensure timely coding and filing of records to avoid unnecessary lag time
 - Follow guidelines for coding and billing based upon policies set forth by various insurance carriers
 - Maintain current coding and billing knowledge
-

Lakeshore Medical South Milwaukee, Wisconsin 2007-2008

Medical Coding & Charge Entry Department Supervisor

- Supervise 8 Medical Coding Specialists and 3 Charge Entry staff.
- Educate and train staff.

- Facilitate training to assure staff keeps current with coding knowledge.
- Ensure accuracy and timely submission and entry of charges.
- Motivate staff to exceed daily goals.
- Monitor production of staff.
- Report departmental issues to appropriate individuals.
- Work closely with other department heads to meet company goals.

Lakeshore Medical South Milwaukee, Wisconsin 2006- 2007

Medical Coder

- Responsible for reviewing physician encounters to ensure accurate billing practices are used.
- Follow guidelines for billing according to different insurance carriers (Medicaid, Medicare, commercial, etc).
- Accountable for the correct usage of modifiers (based on different insurance carriers as well as different billing guidelines) and following CCI guidelines in regard to procedural billing.
- Initiate physician education when needed.
- Abstract charges out of a TES workfile in IDX.
- Meet and exceed daily goals and weekly quotas.

Medical College of Wisconsin Milwaukee, Wisconsin 2002- 2006

Medical Coding Specialist II

- Responsible for the physician billing of multi-specialty areas.
- Assist with training and orientation of new employees in various areas of billing practices.
- Answer patient's questions regarding billing/insurance issues.
- Serve as a liaison between insurance teams and patients regarding billing issues.
- Auditing medical charts, which involve reading physician notes and understanding medical terminology while following guidelines for Medicare, Medicaid and commercial insurance.
- Follow guidelines for billing with resident and medical student involvement.
- Investigate problematic issues to improve reimbursement.
- Handle research for correspondence regarding denials and provide documentation for appeals.
- Conduct new physician orientations.

REFERENCES

Paula Wickliffe
 Years known: 9
 Phone number: 1-214-457-1698

Susan Szabo
 Years known: 6

Phone number: 1-603-846-5848

Amy Frohwirth-Horgan

Years known: 10

Phone number: 1-414-534-7934

Jennifer Pierce

39 Pine Brook Dr, Palm Coast, FL 32164

386-302-3676

Objective

Seasoned professional experienced in working in a fast-paced environment, requiring strong interpersonal, organizational, and technical skills. Seeking a position utilizing self discipline and the ability to impart knowledge effectively in order to assist students within an excellent education system.

Professional Experience

BERKELEY COLLEGE ONLINE

JANUARY 2017-PRESENT

- Health Studies, Ethics, Managed Care

SAN JOAQUIN VALLEY COLLEGE ONLINE

MARCH 2015-PRESENT

- Diseases and Disorders, Pathology, Medical Terminology, ICD Coding, CPT and HCPCS, Medical Office Essentials, Anatomy and Physiology

IVY TECH COMMUNITY COLLEGE

AUGUST 2013-MAY 2014

- Adjunct Faculty/Medical Insurance Basic Coding-Fall 2013
- Advanced Insurance Coding/Insurance Processing-Spring 2014

Education

CAPELLA UNIVERSITY

SEPTEMBER 2016-PRESENT

- PhD of Education, Leadership for Higher Education

ASHFORD UNIVERSITY-CLINTON, IOWA

FEBRUARY 2013-MAY 2014

- Masters of Arts in Education

ASHFORD UNIVERSITY-CLINTON, IOWA

APRIL 2010-OCTOBER 2012

- Bachelor of Arts of Health Care Administration

Certifications

- CPC Excel
- CBCS Bookkeeper

Memberships

- AAPC

Community

- Girl Scouts of America Volunteer/Leader

2013-PRESENT

CURRICULUM VITAE

Kelly Williams, MBA, RHIT, RMA, CPC, CPC-I
Lacombe, LA 70445
Phone: (208) 550-4570

Email: instkwilliams@gmail.com

Statement of Teaching Philosophy

Teaching has been a passion of mine for over ten years and I hope to be able to continue teaching for several more years. When you enjoy what you do so much it does not seem like a job, it becomes your passion. Teaching is my passion because I love helping students succeed and achieve their dreams in life. When a student struggles with a concept and then the concept clicks and you hear the hope in their voice, you know you have accomplished the ultimate goal of a teacher. It is one of the most rewarding professions there is.

Personal Attributes

Highly motivated and passionate educator with over ten years of teaching experience.
Efficient and organized online instructor with experience in course development and faculty mentoring.
Detail oriented subject matter expert with experience in online pedagogy.
Natural leader with leadership experience in a variety of organizations and at a variety of levels.

Teaching Experience

Online Instructor and Course Lead
San Joaquin Valley College, Visalia, CA

May 2005-Present

Courses Taught:

HEA 10 Health and Wellness

This course is designed to promote desirable health attitudes and practices. Students will examine the various dimensions of health, which include physical, psychological, social, and environmental health. Students will also review a variety of health related topics, including stress, nutrition, fitness, sexuality, disease, and drug use and abuse, and evaluate healthy lifestyle choices in their own lives.

HCM 102 Medical Coding

Students will learn coding concepts associated with the Current Procedural Terminology manual and the HCPCS code book. The

Evaluation and Management, Anesthesia, Surgery, Radiology, Pathology/Laboratory, and Medicine sections will be covered with emphasis on Section Guidelines and proper code selection. The student will also cover 3 volumes from the International Classification of Diseases and Clinical Modification codebook.

HCM 103 Healthcare Management

In this course students will learn fundamental office procedures applied to health care administration. Students will study principles and techniques used in executing common office procedures such as answering the telephone, recognizing and preparing for medical office emergencies, scheduling, medical record keeping and charting, bookkeeping, and banking procedures.

HCM 40 Medical Insurance Billing

This course covers career role and responsibilities of an insurance business billing specialist. Topics and subjects include: the basics of health insurance; CPT (procedural coding) and ICD-9-CM (diagnostic coding). This course also includes health care payers and managed care systems. Special plans which include Medicaid and other state programs, Medicare, TriCare, worker's compensation, and disability income insurance along with its benefits.

HCM 105 Hospital Billing

This course is designed to introduce the student to the basics of hospital billing and correct completion of the UB-04 claim form through a practical, focused approach. Students will also learn and respond to patient right to privacy laws, collection procedures, medical ethics and legal ramifications as they relate to health care insurance procedures.

HTH 104 Medical Terminology

This course provides an overview of the basic principles of anatomy and physiology of various systems of the human body. Medical terminology, vocabulary and applications, and medical specialties pertaining to the various body systems are the focus of this course.

CMA 141 Medical Assisting Competencies

This course focuses on the role of the Medical Assistant in assisting with various exams. Students will be introduced to fundamental clinical skills such as obtaining and recording vital signs, preparing rooms and setting up trays. Topics include OSHA guidelines, regulations, ambulation and mobility instruction, basic concepts of diet and exercise and the theory of cardiopulmonary resuscitation (CPR), First Aid, emergency procedures and medical office safety procedures. An overview of anatomy, physiology, and medical terminology related to the cardiovascular and respiratory systems are covered.

CMA 170 Medical Office Procedures

This course provides comprehensive HIPAA (Health Insurance Portability and Accountability Act) compliance training and focuses on communication skills, telephone etiquette, and the administrative duties performed in a medical office. Students are introduced to basic computer concepts with an emphasis on the application of medical office practice management software and word processing software.

CMA 121 Phlebotomy

This course covers essential techniques and step-by-step procedures for venipuncture and various specimen collections focusing on the Medical Assistant's scope of practice for laboratory procedures. Topics include (OSHA) and (CLIA) regulations, universal precautions, infection control and sterile techniques.

CMA 201 Medical Assisting Applications I

This course teaches pharmacology, administration of medication, and the skills of patient preparation and assessment for various clinical procedures. Sites and techniques of injections, and various other clinical procedures as well as health and nutritional concepts are included in this course.

CMA 161 Pharmacology and Medication Administration

This course will review the anatomy, physiology and terminology as it pertains to pharmacology, injections, immunizations, and medication administration. Patient charting and instrumentation for injections and general medical procedures pertaining to the administration of medication are covered. Students will learn the components of a prescription and the terminology associated with medication orders.

Adjunct Faculty and Course Lead
Charter Oak State College, New Britain, CT

August 2015-Present

Courses Taught:

HIM 211 Medical Billing and Coding II: CPT

This course will cover basic theory, practices and guidelines of the Current Procedural Terminology coding system and an overview of HCPCS. Students will code procedures from simplistic to complex, including real or simulated patient records. Students will evaluate coding software and perform a coding audit.

HIM 210 Medical Billing and Coding I: ICD-10

This course will cover basic theory, practices and guidelines of the ICD-10-CM/PCS coding system and compare it to the legacy ICD-9-CM system. Students will code diagnoses and procedures from simplistic to complex, including real or simulated patient records. Students will be introduced to encoders and the coding compliance process.

Teaching and Learning Coordinator/Adjunct Faculty
Davenport University, Grand Rapids, MI

March 2006-Present

Courses Taught:

HSAD 402 Risk Management

In this course the student will examine issues related to risk management in health care. The methods to identify risk factors for the purpose of minimizing the potential for health care liability will be explored. In addition, students will analyze the role of the patient in self determination of care. The course will include the student designing a risk management program consistent with current risk management trends.

HINT 221 ICD-9-CM/ICD-10 Coding

This course introduces students to the International Classification of Diseases 10th Revision, Clinical Modification (ICD-10-CM) volumes I and II, and International Classification of Diseases 10th Revision, Procedural Classification System (ICD-10-PCS). The focus of this course is diagnostic coding and inpatient procedural coding.

Students gain a detailed understanding of the Official ICD-10-CM/PCS Guidelines for coding and reporting and apply these guidelines in a structured context for accurate code assignment. Emphasis is also placed on coding compliance and adherence to official guidelines. Students gain an understanding to the importance of data quality and data integrity. Students compare and contrast the new ICD-10-CM/PCS to ICD-9-CM.

HINT 222 CPT Coding

This course introduces students to the Current Procedural Terminology (CPT) and the Health Care Common Procedural Coding System (HCPCS) Level II. The focus of this course is outpatient procedural coding including evaluation and management coding. Students interpret, comprehend, and apply principles of the CPT and HCPCS coding systems for accurate procedural code assignment. Emphasis is also placed on coding compliance and adherence to official guidelines. Students gain an understanding to the importance of chargemasters and claims denial management. Students will learn how to maneuver in different computerized encoding systems by assigning codes and using various references available.

HINT 223 Advanced Coding

A continuation of HINT221 and HINT222, this course emphasizes case studies using more complex code assignments with ICD-9-CM, CPT-4 and HCPCS Level II coding systems. Students apply the use of Prospective Payment Systems (including DRGs and APCs) and payment systems for professional fee billings (including RBRVS and ASC examples). Students are introduced to crosswalks and maps used in the clinical coding process. Students gain a detailed understanding of severity of illness systems and casemix analysis. Students have extensive hands-on exposure to computerized encoding systems.

HINT 294 Coding Practicum Lecture

This course is part of the first PPE for the health information technology and the health information management degree programs. This lecture portion of the practicum will cover how coding interfaces with reimbursement methodologies. This course provides professional practice experience in medical coding with respect to and review of the revenue cycle. Students successfully completing this course along with HINT 294C are academically prepared for the CCA (Certified Coding Associate) certification exam through the American Health Information Management Association (AHIMA). Note: This course along with HINT 294L requires lecture and PPE with use of computerized encoding systems.

HINT 294C Coding Practicum Lab

This course is part of the first PPE for the health information technology and the health information management degree programs. This laboratory portion of the practicum will provide extensive experience with various computerized encoding systems and practice coding with real world charts following official coding guidelines along with experience in chargemaster development and case mix analysis. Students successfully completing this course along with HINT 294 are academically prepared for the CCA (Certified Coding Associate) certification exam through the American Health Information Management Association (AHIMA).

HINT 203 Healthcare Delivery Systems

This course provides the student with the knowledge and content of health care organizations and the organization of health care delivery. Students gain comprehension of health care providers and disciplines and payment and reimbursement systems and a detailed understanding of external standards, regulations, and initiatives (licensure, certification, accreditation, HIPAA, etc). In this course students gain understanding and apply knowledge of health care statistics and research through study of indices, databases, and registries, vital statistics, health care and descriptive statistics, data

selection, interpretation and presentation, and information research techniques. The course requires that the student compute health care statistics: a solid foundation in Algebra is required.

HINT 211 Healthcare Management

This course provides a foundation in management principles with special application and focus on the health care industry. The course will focus on organizational resource management in the health care industry including human resource management, financial and physical resource management, strategic planning and organizational development. The social, environmental, and political factors that impact the health care environment will be identified. Using the 8-step case analysis process from the American Management Association, proper case analysis will be applied through the discussion of various health care management-related situations.

HINT 110 Health Record Content

This course introduces the student to the contents of the health record in paper- and electronic-based formats. The student will analyze, synthesize and evaluate the contents of the health record gaining a detailed understanding of documentation requirements, health care data sets, data monitoring and compliance reporting, data definitions, vocabularies, terminologies, nomenclatures, and dictionaries. The student will comprehend the difference between data and information, classification systems and nomenclatures, and primary and secondary data sources. The student is introduced to HIPAA (the Health Information Portability and Accountability Act); legal and ethical issues pertaining to the contents of the health record, privacy, confidentiality and security, and professional ethics.

HINT 201 Health Information Technology

This course provides a detailed understanding of health information systems (administrative, patient registration, ADT, EHR, PHR, lab, radiology, pharmacy and others) commonly available and in use in U.S. health care delivery. An emphasis is placed on application of knowledge of document archival, retrieval, and imaging systems, screen design, data retrieval and maintenance, and data recovery and risk management. Students are provided an overview of commonly available software tools used in health care data processing today, including an introduction to encoding tools and computer-assisted coding software and voice recognition technology, and system architecture and design.

HINT 250 Introduction to Reimbursement

This course is an introduction to health care reimbursement systems found in medical offices, physician medical specialties, ambulatory service locations and hospitals. Students gain a detailed understanding of third party payers, payment methodologies (managed care, capitation, prospective payment systems, fee schedules, etc, and charge master content and maintenance. Students acquire knowledge of health claims processing procedures and regulatory guidelines and compliance.

HINT 350 Clinical Information Systems

The application of clinical systems will be discussed and demonstrated, including clinical decision support systems, electronic health records and other computer based health records systems, nursing management systems, ancillary service systems, patient data bases (private practice and facility) at point of service, master, and enterprise levels. Planning and evaluation (including financial capital and operating and regulatory matters affecting clinical information systems are considered. Strategies and theories for user performances management in the clinical setting are discussed.

HLTH 220 Pharmacology

This course focuses on the principles of understanding basic Pharmacology and the

effects medications have on the body and disease. Names of the top fifty most commonly used medications, their classification, and side effects will be discussed. Safety with respect to calculation and administration of medications will be emphasized. Note: A grade of C or better is required to pass this course successfully.

HLTH 110 Medical Terminology

This course introduces the concept of a system-based approach to learning the professional language of those who are directly or indirectly engaged in health care. Word building through knowledge, use of prefixes, suffixes, root words, and combining forms is a central theme of this course. Spelling, pronunciation, abbreviations, medical symbols, and use of a medical dictionary are also emphasized.

Adjunct Faculty

Kaplan University, Ft. Lauderdale, FL

August 2008-Present

Courses Taught:

HS 220 Medical Billing and Coding

Using various coding methodologies, students learn basic coding principles used in filing insurance claims. Students also become acquainted with various types of health insurance and insurance terminology.

HS 111 Medical Terminology

This course provides a logical understanding of the language of medicine. Basic prefixes, suffixes, word roots, and rules for taking a singular term and making it plural are studied, along with word analysis, word building, spelling, and pronunciation. These principles are applied to the study of the following systems: integumentary, skeletal, muscle/joints, blood and lymphatic, nervous, respiratory, and cardiovascular. Each body system is reviewed with anatomy and physiology; diagnostic, lab, and surgical procedures; and pharmacology for interest and knowledge.

HS 210 Medical Office Management

The course explores procedural guidelines for accomplishing various administrative tasks in the health care setting. Topics include management of patient information, operational functions, and general workplace competencies of health care employees.

HS 270 Professionalism in Healthcare

This course introduces students to professionalism in the medical setting. Emphasis is placed upon communication, appearance, diversity, emergency preparedness, and preparation of the professional portfolio. Students prepare a portfolio that contains job search documents.

HI 252 Medical Coding I

This course focuses on established medical diagnosis and procedural coding systems including a study of nomenclature versus classification systems, basic coding principles, and application of coding guidelines in outpatient and inpatient settings.

HI 250 Medical Coding II

This course is a continuation of HI 252: Medical Coding I, progressing to more complicated topics such as cerebrovascular coding, respiratory system coding, congenital anomalies, V-codes, late effects, and pregnancies. The course also focuses on applying coding guidelines for statistical and reimbursement purposes, "present on admission," and severity of illness considerations, and the use of coding references to ensure coding compliance.

Adjunct Faculty

May 2014-Present

Herzing University, Menomonee Falls, WI

Courses Taught:

HC115 Medical Terminology

This course introduces the foundations of the language of medicine and develops medical vocabulary through the study of the structures, functions, diagnostic procedures, pathology, and treatment procedures of the body systems.

HI221 Health Sciences for ICD-10

This course will examine the International Classification of Diseases as it relates to medical terminology, pharmacology, and anatomy and physiology. The student will recognize body systems and understand specific components relating to how ICD-10-CM and PCS is used to identify the appropriate diagnosis/condition. Concepts such as surgical approach and terminology specific to ICD-10 will be covered.

HI210 Principles of Health Information

This course introduces the student to the contents and structure of the health record in paper and electronic formats. The student will analyze and evaluate the contents of the health record to gain an understanding of documentation requirements and the use of health care data sets. The student will comprehend the difference between data and information and primary and secondary data sources. The student creates policies pertaining to the contents of the health record, privacy, confidentiality and security. The student gains comprehension of health care data integrity, data security, data collection, and data management. Through hands-on experiences the student will gain a detailed understanding of health information specialty systems for release of information (ROI), and chart management.

Adjunct Faculty

Bryan University Online

January 2016-Present

Courses Taught:

HIT 200/202 ICD-10-CM Coding course

HIT 205/207 ICD-10-PCS Coding Course

Adjunct Faculty/Subject Matter Expert

Everest College Pheonix Online, Santa Ana, CA

August 2009-February 2015

Courses Taught:

MEA 2346 Advanced Medical Coding

This course will cover advanced guidelines and coding conventions in CPT. This course will focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as, the proper use of modifiers.

MEA 1305 CPT Coding

This course will cover the basic guidelines and coding conventions in CPT. This course will focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as, the proper use of procedure codes and associated modifiers.

MEA 1301 ICD-9-CM Coding

This course will cover the basic guidelines and coding conventions in ICD-9-CM. This course will focus on the professional (outpatient) guidelines. The proper diagnostic assignment based on documentation will be discussed, as well as, the proper use of multiple codes, 3 digit, 4 digit, and 5 digit specificity.

MEA 2348 Abstract Case Coding

This course will cover the abstracting guidelines and coding conventions in ICD-9-CM, CPT and HCPCS coding. This course will focus on the professional guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of cross coding diagnoses with procedures.

HIM 2272 Medical Coding and Billing

This course will train the student in the major medical insurance and claims forms processing. It will include information on national and other common insurance plans, as well as, claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed.

HIM 2260 Hospital Billing

This course will cover the hospital-billing environment, including the completion of the UB-04 claim form using the software. Case studies will provide the student an opportunity to apply their skills as they complete inpatient and outpatient UB-04 claim forms. The hospital revenue cycle, medical insurance and payment systems will be discussed. ICD-9 & ICD-10 procedural coding and prospective payment systems are introduced.

MEA 2345 Third Party Payers

The course will cover the third party payer's (managed Care, Medicare, Medicaid, Tricare and Workers' Compensation) and its related terminology. This course will give the billing and coding students an in- depth look at how third party payers bill. It will cover the following information: rules and regulation, submission of the correct claim form, the criteria needed for each payer, the federal laws for each payer, identification of benefits or non-benefits for each third party payer, how to calculate payment, and scenario.

MAN 1030 Introduction to Business

This course is an introduction to the terminology, functions, and procedures related to the organization and operation of a business enterprise as an institution in an economic society. Particular emphasis is given to accounting, ownership, human resources, marketing, and managerial functions within the business enterprise.

MAN 2021 Principles of Management

This course covers an analysis of fundamental management principles integrated with concepts of the behavioral sciences. Management processes, resources, and organizational structure are introduced.

Adjunct Faculty

Laramie County Community College, Cheyenne, WY

January 2016-January 2017

Courses Taught:

MEDC 1500: Basic Diagnosis Coding

In this course we will begin exploring the process of coding diagnoses for medical conditions. The system for coding diagnoses is called the International Classification of Diseases. We will learn focus on ICD-10 which became the standard in October 2015. We will briefly review the previous version, ICD-9 so that you have some exposure in case you are involved in an audit that looks back at ICD-9.

Adjunct Faculty

Lincoln College Online, Ft. Lauderdale, FL

August 2006-November 2009

Courses Taught:

BUS 102 Managerial Accounting
BUS 203 Principles of Marketing
BUS 205 Principles of Management
ETH 101 Ethics
ENG 302 Professional Writing

Professional Experience

Weiser Memorial Hospital: Weiser, ID

September 2003-March 2006

HIM Director/Risk Manager/Medical Staff Coordinator/QI

Worked with Patient Accounting to improve coding/charge entry processes, and we also updated the chargemaster.

Regularly coded records (inpatient, OBS, ASC, and ER, transcribe, and perform all other HIM functions as needed.

Work with liability carrier to assess risk within the hospital, process incident reports, and proactively work to improve patient safety at the hospital.

Served as medical staff coordinator and was the contact for patient complaints and HIPAA violations.

Southwest Memorial Hospital: Cortez, CO

January 2002 - September 2003

HIM Director and Privacy Officer

Succeeded in improving the morale of the department and trained staff on improving customer relations with the rest of the hospital.

Worked with Utilization Review and Billing to improve coding and billing processes.

Prepared for JCAHO survey by maintaining regular delinquency counts and decreased delinquencies by establishing a good relationship with physicians.

Accomplished writing 90% of policies and procedures; developed training program and educated all hospital staff on HIPAA privacy.

Formal Education

Master's in Business Administration with Healthcare certificate

2004

Keller Graduate School of Management Oak Brook Terrace, IL

Bachelor's in Applied Technology

2001

Idaho State University, Pocatello, ID

AAS, Health Information Technology

2001

Idaho State University, Pocatello, ID

Educational Training

LHIMA Hospice Coding Webinar Series November 2017

HIPAA Privacy and Legal Webinar Series December 2017

KU Village 2012, 2013, 2014, 2017

Online Pedagogy 2008 Lincoln College Online

SJVC Education 2014-Creating Discussions, Creating and Maintaining Rubrics

COSC Charter Oak New Faculty Orientation August 2015

New Faculty Orientation SJVC March 2011
AAPC Anatomy and Physiology Webinar Series December 2016-January 2017
LHIMA ICD-10-PCS Intermediate Coding Training July 11, 2017

Professional Licenses

Registered Health Information Technologist
Certified Professional Coder
Certified Professional Coding Instructor
Registered Medical Assistant

Business and Technical Training and Certifications

San Joaquin Valley College Online Certificate in Medical Assisting January 2011

Memberships and Affiliations

LHIMA	2013-Present
IdHIMA	2001-2012
AHIMA	2001-Present
AAPC	2015-Present
AMT	2013-Present

Community Service and Leadership

Education Director LHIMA July 2017-June 2019
EHR Roundtable Director LHIMA July 2016-June 2017
Coding Roundtable Director LHIMA 2014-2016-Oversee and arrange coding education for the entire state of Louisiana
Legal/Legislative Director IdHIMA 2011-2012-Keep members up to date on legislative and legal issues that affect the state and AHIMA as a whole; provide advocacy for the state.
Secretary IdHIMA 2008-2009-Compile minutes and paperwork for the organization; send minutes out for approval. Maintain all documentation for the association.
AHIMA Engage Community Facilitator 2014-2016
AHIMA Student Mentor 2013-2014
AHIMA CEE Curricula Workgroup 2015-2017
AHIMA PCAP Coding Program Eligibility Reviewer 2015-2016
Foster Care Parent and Advocate St Tammany Parish March 2015-Present
Church Volunteer

Conferences Attended

Train the Educator ICD-10 Training Orlando, 2014
LHIMA Conference 2014
Evolve-Elsevier ICD-10-CM Training 6 CEUs Nov 2011
IdHIMA ICD-10-PCS Training 2 CEUs 2011
TCC Online Conference-April 2010
AHIMA AOE July 2009
IdHIMA State Conference 2001, 2002, 2003, 2006, 2007 2011, 2012, 2013
Jossey-Bass Online Learning Seminar October 2008
AHIMA National Convention October 2008

AHIMA Convention September 2014
LHIMA Convention April 2014
AHIMA Assembly on Education July 2015
AHIMA Clinical Coding Meeting September 2015
LHIMA ICD-10 Webinar Series January 2015

Articles and Research

Williams, K. November 2015. ICD-10-CM/PCS Implementation -- Rocks The Health Care Industry. <http://www.kaplanuniversity.edu/arts-sciences/articles-publications.aspx>

Awards and Honors

LHIMA Honorable Mention for Coding Roundtable Activities 2014
LHIMA 1st Place for Coding Roundtable Activities 2015

Highly Competent Subject Areas

Software: Microsoft Office 2016, 3M Encoder, Adobe Connect, Elluminate Live!, OoVoo, Skype, Meditech, Zoom, Optum

Learning Management Systems: Blackboard, eCollege, D2L/Brightspace, Angel, Moodle, Canvas

Subject Matter Expert: Medical Billing and Coding, Health Information Technology, Health Information Management, Medical Assisting, Medical Terminology, General Business

References

Name: Stacey Bottone
Title: Program Lead
Company: Zenith Education and San Joaquin Valley College
Email: profbottone@gmail.com
Phone: 860-849-0536

Name: Stacy Kreinbrink
Title: Teaching and Learning Coordinator
Company: Davenport University
Email: skreinbrink@davenport.edu
Phone: 419-704-6105

Name: Carol Williams
Title: Medical Assisting Instructor and Course Lead
Company: San Joaquin Valley College Online
Email: medical.instructor@yahoo.com
Phone: 559-799-1069