***Dr. Anne M. Ross* Cell Phone:** (407) 982-0726

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**Career Objective**

To secure and maintain a Director position related to Curriculum & Instructional Design a in a student-focused educational institution.

**Education**

4/2010 ***Doctor of Education in Instructional Leadership,*** **GPA: 4.0**

*Concentration - Higher Education and Educational Technology.*

ARGOSY UNIVERSITY, Sarasota, FL

12/2000 ***Master of Science, Multimedia Technology***, **GPA: 3.976**

DUQUESNE UNIVERSITY, Pittsburgh, PA

4/1996 ***Master of Science, Business Education,* GPA: 3.79**ROBERT MORRIS UNIVERSITY, Pittsburgh, PA

12/1992 ***Bachelor of Science in Business Administration***  
ROBERT MORRIS UNIVERSITY, Pittsburgh, PA  
 *Major:* Business Education

5/1991 ***Associate of Arts in Liberal Arts and Certificate in Office Administration***   
WEST VIRGINIA NORTHERN COMMUNITY COLLEGE, Weirton, WV

**Certifications**

|  |  |
| --- | --- |
| * BRAINBENCH  *Photoshop  Dreamweaver  Director* * FRANKLIN COVEY  *7 Habits of Highly Effective People  What Matters Most* * CESD*Train-the-Trainer* * LECTORA *User Certification* * PMP Certification *PSI, Inc.* * What is Section 508? Certificate * Web Accessibility | * WEIRTON AREA CHAMBER OF COMMERCE  *Leadership Weirton* * PENNSYLVANIA SECONDARY TEACHING CERTIFICATION *General Business and* *Office Technologies* * MOUS *Microsoft Office User Specialist Certification* * PROJECT MANAGEMENT CERTIFICATION PROGRAM PSI, Inc. * STATE OF FLORIDA – ORANGE COUNTY PUBLIC SCHOOLS *District Teacher’s Certificate* * QUALITY MATTERS, Valencia College * SECTION 508 Standards Web Certificate * Intro to Trusted Tester Testing Tools Certificate |

**Software Competencies**

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| * Access * Articulate Presenter * Articulate Rise * Articulate Storyline * Audition * Camtasia * Canvas * Captivate * D2L * Excel | * HTML/XHTML/CSS * Illustrator * InDesign * Moodle * Outlook * Photoshop * Premiere * Prezi | * PowerPoint * Publisher * Rise 360 * SCORM/Web Accessibility * Skype * Skyward * Teams Visio * Word * XD * Zoom |

**Professional Experience**

7/2019 to Present FULL-TIME DIGITAL MEDIA PROGRAM CHAIR & PROFESSOR, Orlando, FL

***Valencia College, Downtown Campus***

* Hire, train, supervise, and evaluate adjunct instructors
* Plan for existing programs, courses, and potential new programs
* Plan and coordinate Advisory Board meetings
* Perform instructional design for course content for face-to-face and online courses
* Instruct campus and online courses
* Monitor last date of attendance
* Evaluate student progress
* Participate in departmental course reviews
* Manage department budget for Downtown Campus

8/2020 to 8/2021 PART-TIME ELEARNING DESIGNER/INSTRUCTIONAL DESIGNER, Orlando, FL

***John Scott Dailey Institute of Government, University of Central Florida***

* Performing instructional design for eLearning courses
* Converting face-to-face courses to online learning lessons
* Creating tests and learning content in Canvas LMS
* Modifying paper-based instructional documents

2/2019 to 7/2019 INSTRUCTIONAL SYSTEMS DESIGNER/TRAINING INSTRUCTOR, Orlando, FL

***Orange County Public School System***

* Design and develop online learning for OCPS faculty and staff
* Develop and deliver face-to-face computer training on Skyward System
* Create eLearning lessons for Skyward sessions

3/2018 to 2/2019 INSTRUCTIONAL SYSTEMS DESIGNER, Orlando, FL

***AMTIS, Inc./HeiTech Services***

* Design and develop online learning for the Department of the Army
* Review Government Furnished Information to obtain content
* Work with Subject Matter Expert on course content
* Conduct peer reviews of courses
* Maintain and manager file versions
* Produce Knowledge Checks and Final Examinations
* Correspond with team mates, supervisors, SME, and clients
* Implement client specifications for course standards

9/16 to 12/17 DIRECTOR, WORKFORCE SOLUTIONS & ECONOMIC DEVELOPMENT, Henderson, KY

***Henderson Community College***

* Building relationships with community organizations to partner for employee training
* Designing and developing online courses for clients/students of Workforce Solutions
* Collaborating with the head of IT to enroll and manage student registrations in online courses
* Updating the Workforce Solutions department website
* Developing and reviewing strategic outcomes
* Writing grants
* Coordinating course schedules
* Managing the department budget
* Creating programs to benefit the community
* Updating the department website
* Participating on college initiatives
* Serving as committee chair for Professional Development

8/11 to 6/16 PROFESSOR, ADMINISTRATIVE OFFICE MANAGEMENT, Sanford, FL

***Seminole State College***

* Performing instructional design for course content for campus and online courses
* Serving as Course Lead for Business Communication
* Instructing campus and online courses
* Managing the classroom
* Evaluating student progress
* Writing grant applications
* Advising the PBL (Phi Beta Lambda) student organization

1/09 to 8/11 SR. INSTRUCTIONAL DESIGNER  
***Liberty Mutual Group, Heathrow, FL***

* Developed and design eLearning, virtual classroom, and instructor-led training for Sales and Customer Service Staff
* Prepare training materials to track call statics such as AHT, ATT, CSAT, QA, and Sales
* Conducted train-the-trainer sessions
* Evaluated program effectiveness
* Assessed student learning outcomes
* Managed data in learning management system
* Conducted needs analysis and job task analysis
* Managed projects and timelines
* Served as project lead and manage others assigned to the project

10/07 to 1/09 ELEARNING DESIGNER  
***Professional Service Industries, Inc., Orlando, FL***

* Developed online learning for employees
* Conducted needs analysis
* Recommended courses of action for company training improvement initiative
* Developed and approved storyboards
* Ensured quality assurance for quick reference guides
* Researched new trends in the training industry and recommended implementation of trends
* Managed training program for forms conversion program

5/06 to 6/07 SR. INSTRUCTIONAL DESIGNER ***Carley Corporation, Orlando, FL***

* Designed SCORM 2004, Section 508, and ILE compliant interactive multimedia instruction for the Department of Defense online courses
* Ensured projects met constraints of scope, quality, time, cost, and specified requirements
* Supervised instructional designer team on various projects
* Managed customer care and expectations for assigned projects
* Researched and prepared training documentation for internal operations and computer applications
* Performed quality assurance on multimedia courses
* Maintained SECRET Security Clearance status

10/01 to 5/06 INSTRUCTOR – MULTIMEDIA TECHNOLOGIES ***Pittsburgh Technical College, Oakdale, PA***

* Designing instruction for multimedia program and course curriculum
* Created course curriculum using LMS
* Reviewed current trends in industry and assisted in modification to curriculum to meet the demand for those trends
* Participated on Industry Advisory Board
* Served on committees to evaluate student disciplinary action
* Developed guidelines for teaching portfolios
* Served on Steering Committee Board for Accreditation
* Mentored new instructors
* Facilitated Faculty Recognition Board
* Recorder on the Faculty Advisory Board
* Identified and administered cross-discipline projects
* Worked with Career Services Department to appropriately place students in desired career positions
* Participated actively in resolving student, parent, and instructor concerns or conflicts
* Documented and tracked student situations impacting academic performance as well as personal challenges

8/97 to 10/01 MANAGER OF WORKFORCE TRAINING AND INFORMATION TECHNOLOGIES   
***Center For Excellence In Workplace Education (CEWE) and Weirton Steel Corporation (WSC), Weirton,WV***

* Represented the organization in the community through participation in community organizations and Chamber of Commerce events
* Expanded the organization’s customer base through marketing and community needs analysis
* Managed customer care and expectations for assigned projects
* Monitored and evaluated 5 direct reports in computer applications training program
* Ensured compliance with contractual and internal quality standards for product deliverables
* Developed, implemented, and managed computer-based training modules
* Facilitated Train-the-Trainer sessions for employees
* Designed, instructed, and evaluated the effectiveness of computer applications, multimedia, and professional development training
* Wrote instructional materials
* Developed action plan and managed the conversion of paper-based course materials to technology-based course materials
* Produced and monitored course schedule
* Interviewed, managed, trained, observed, and evaluated instructors
* Advised and enrolled students in courses
* Managed training budget
* Developed and delivered Senior Management Performance Appraisal system training
* Worked with team to transfer workflow from WSC training department to partnering company, CEWE
* Completed the Leadership Weirton Program

4/96 to 8/97 OFFICE ADMINISTRATOR  
***West Virginia Northern Community College, Weirton, WV***

* Managed operations of Weirton Regional Campus under supervision of the Campus Dean
* Designed interactive presentations for Campus Dean
* Performed public relations duties representing Weirton Campus through professional organization participation and Chamber of Commerce activities events
* Comprised Press Releases for Campus activities including the Ground Breaking
* Developed curriculum schedule plan for campus
* Managed campus facility scheduling for courses, meetings, and community events
* Monitored Weirton Campus budget
* Implemented facility scheduling software
* Fielded student concerns
* Worked with faculty to resolve scheduling issues
* Served as liaison between faculty and administration to resolve conflicts
* Planned, coordinated, and oversaw community activities taking place at the campus

**Adjunct Teaching Experience**

6/20 to Present UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL  
***Course Curriculum Design | Adjunct Instructor, Digital Media***

1/19 to Present FRANKLIN UNIVERISTY ONLINE, Columbus, OH

***Course Curriculum Design & SME | Adjunct Instructor, Master’s and Doctorate Program Instructional Technology and Design; Doctoral Advisor***

1/08 to 5/16 VALENCIA COMMUNITY COLLEGE, Orlando, FL  
***Course Curriculum Design | Adjunct Instructor in the Office Technology and Medical Administration programs***

8/14 to 1/15 STETSON UNIVERSITY, Deland, FL  
***Course Curriculum Design | Adjunct Instructor for the Professional Communication Course***

1/11 to 6/13 DEVRY UNIVERSITY Online, National, US

***Adjunct Online Instructor – Web Media Portfolio***

1/07 to 12/13 ART INSTITUTE ONLINE, Pittsburgh, PA

***Adjunct Online Facilitator teaching Multimedia and Web/Graphic Design***

1/08 to 6/12 IADT ONLINE, Tampa, FL  
***Adjunct Online Facilitator teaching Multimedia and Web Design courses***

3/11 to 8/11 WINTER PARK TECHNICAL COLLEGE, Orlando, FL  
***Course Curriculum Design | Computer Applications Instructor***

1/07 to 01/09 INTERNATIONAL ACADEMY OF DESIGN AND TECHNOLOGY, Orlando, FL  
***Course Curriculum Design | Adjunct Instructor teaching Multimedia courses***

1/07 to 8/07 ITT TECHNICAL INSTITUTE, Lake Mary, FL  
***Course Curriculum Design | Adjunct instructor teaching multimedia and web design courses***

7/06 to 5/07 PITTSBURGH TECHNICAL INSTITUTE, Pittsburgh, PA

***Online Adjunct Instructor – Evening Program***

9/94 to 9/05 WEST VIRGINIA NORTHERN COMMUNITY COLLEGE, Weirton, WV

***Course Curriculum Design | Instructor – Office Technologies; Instructor – Continuing Education***

7/93 to 9/05 JEFFERSON COMMUNITY COLLEGE, Steubenville, OH  
***Course Curriculum Design | Adjunct Instructor – Business Technologies, Continuing Education, and Business and Industrial Training***

**Contracts Completed**

2022 **APass Education Contracts**

Business Law SME, Higher Education, *SME*

Databases, HTML5, HTMLCSS, JavaScript, Grades 6-10, *Instructional Designer*

Digital Art, Grades 3-5, *Instructional Designer*

Instructional Design, Higher Education, *Assessment Writer*

**Knowledge City Contracts**

Web Accessibility, *Virtual Teacher – Video Course*

UX Design, *Virtual Teacher – Video Course*

Photoshop 2022 – What’s New, *Virtual Teacher – Video Course*

**Seminars and Workshops Conducted**

***Active Learning***

*Designed and delivered at Faculty Development sessions for Seminole State College*

***Camtasia***

*Designed and delivered workshop for Learning Day at Valencia College as a Professional Development workshop*

***Classroom Management***

*Designed and delivered workshop for Florida Technical College instructors as a Professional Development workshop*

***Dreamweaver Basics***

*Designed and delivered workshop for high school teachers designing basic websites for courses*

***Enhancing Online Learning with Camtasia***

*Designed for Valencia College Faculty to create instructional videos for online learning*

***Effective Listening***

*Delivered seminar from the Interpersonal Communication Skills series to industry professionals*

***Female Futures in Technology***

*Designed and delivered workshop to high school students providing an introduction to careers in Multimedia*

***Multiple Intelligences***

*Designed and delivered workshop for Florida Technical College instructors as a Professional Development workshop*

***PowerPoint as an eLearning Development Tool***

*Designed and delivered workshop to Seminole State College Faculty on the functionality of PowerPoint to develop eLearning lessons*

***Time Management***

*Designed and delivered seminar to bank managers addressing ways to effectively manage time and implement methods to reduce time wasting activities*

***Train-the-Trainer***

*Delivered three (3) day seminar to industry trainers on effective instructional delivery techniques*

***Speaking Effectively***

*Delivered seminar from the Interpersonal Communication Skills series to industry professionals*

***Using Technology in the Classroom***

*Delivered workshop on incorporating technology in the classroom for various disciplines*

**Grant Writing**

**Staff and Professional Development - Seminole State College Foundation Grants 2012-Present**

\**Articulate Software – $1478  
 \*Storyline Software with Character Bundles - $1198*

*\*Design and development of eLearning Tutorials*

**Foundation for Seminole State College 2011/2012 Mini-Grant**

\**Mimio-Teach Systems $1,362*

**Division of Career and Technical Education Perkins Grant 2011/2012**

\**WinWay Resume software program 50 licenses, $1,954, Business Communication Project, Employment Unit*

*\*eLearning tutorials for classroom and online course supplementation*

**Professional Speaking**

***Active Learning,*** *Florida Technical College* *Overview of Applying Active Learning in the Classroom*

***Collaborative Learning,*** *Florida Technical College**Overview of Facilitating Collaborative Learning Activities*

***Creative Ways to*** ***Incorporate Technology into the Classroom,*** *Pittsburgh Technical Institute**Fun Learning Activities Using Technology*

***Effective Presentation Skills,*** *Weirton Steel Corporation*  
*What Constitutes an Effective Presentation?*

***Social Media and Employment*** *Reviews how various social and professional media and network sites impact the employment process. Developed for and presented at Seminole State College’s 2012 Career Jam event.*

***Using Social Media as a Job Search Tool,*** *Phi Beta Lambda (PBL)  
Florida State Fall 2014 District III Leadership Conference*

***What is Multimedia?*** *Pittsburgh Technical Institute* *Overview of and Careers in Multimedia*

**Professional Development Training Completed**

**SEMINOLE STATE COLLEGE VALENCIA COMMUNITY COLLEGE**

|  |  |
| --- | --- |
| • Faculty Induction Program  • Working with Different Personalities  • New Tools in Sakai  • Beyond PowerPoints and Overheads  • Classroom Management  • Mimio Board Overview  • Instructional Strategies  • Camtasia Training | • Authentic Online Assessment WebCT Essentials  • Building Online Learning Communities  • Designing Online Student Orientation Training  • Developing Interactive Web-Based Courses  • Engaging the Online Learner  • Learning Centered Teaching  • Multimedia Tools for Online Courses  •Quality Matters: Peer Reviewer Training |
| **PITTSBURGH TECHNICAL INSTITUTE** • Cooperative Learning and Grouping Strategies  • Teaching to the Learning Styles  • Online Teaching: A New Perspective  • Online Teaching with Blackboard  • Burn the Podium  • Conflict Resolution  • Creating Good Tests • Emotional Intelligence | **FRANKLIN UNIVERISTY**   * Doctoral Teaching & Advising Training |

**Recognitions & Awards**

* *Fall 2013 –* ***Faculty Spotlight****, Seminole State College*
* *June 2010 –* ***Citation for Service Award****, Rotary Club of Avalon Park*
* *November 2009 –* ***Recognition for Performance****, Liberty Mutual Group*
* *December 2006 –* ***Certificate of Quality/Innovative Performance****, Carley Corporation, Orlando, FL*
* *Spring 1996* ***- Young Careerist****, Business and Professional Women's Organization* Weirton, WV

***Professional, Community and Volunteer Organizations***

**LIONS Club of Henderson, KY – Member**Henderson, KY

**VIP Rescue of Central Florida – Website and Social Media Manager**Maitland, FL

**Rotary Club of Lake Mary**Lake Mary, FL

**Program Advisory Council - Curriculum & Academic Topics**Vector Institute of Beauty and Electrolysis

**Rotary Club of Avalon Park**Orlando, FL – Avalon Park

**Orlando Business and Professional Women’s Organization**Orlando, FL

**Rotary Club of Weirton Heights**Weirton, WV - Weirton Heights

***Committee and Adviser Activities***

**PBL Adviser Middle States Accreditation Steering Committee**Seminole State College Pittsburgh Technical Institute, *Member*

**Faculty Advisory Board Faculty Recognition Board**Pittsburgh Technical Institute, *Recorder* Pittsburgh Technical Institute, *Facilitator*

**WIDS Coordination Team Leadership Academy 2014-2015**Pittsburgh Technical Institute Seminole State College  
*Multimedia Department Facilitator Participant*

***References***

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| Furnished upon request. |  |