

EXPERIENCE: **Wytheville Community College.** Wytheville, VA. Instructional Technologist, August 2004 through September 2008; Web Developer, January 2007 through September 2008. Provided instructional technology support for instructors, specifically in the use of Blackboard and other web-based technologies. Supported approximately 200 courses on Blackboard per semester, including course creation and the enrollment of students. Delivered training sessions for faculty on the use of Blackboard and other instructional technologies. Provided technical support to students on a daily basis in the areas of account access, Blackboard use, email, and other miscellaneous computer problems. Redesigned and reorganized WCC web site (<http://www.wcc.vccs.edu>) using PHP, CSS, JavaScript, basic HTML, and other technologies. Solely responsible for site programming and graphic design. Continued maintenance and expansion of web site, including the implementation of WordPress publishing software for daily college announcements and library announcements.

Virginia Polytechnic Institute and State University - Blacksburg Electronic Village and Virginia Cooperative Extension. Blacksburg, VA. Project Coordinator/Internet Technologies Specialist, June 2002 through June 2004. Responsible for the coordination of personnel working on a Department of Commerce Technology Opportunities Program (TOP) Grant. Worked with citizen teams in seven counties on the development of their community network. Responsible for the development and delivery of training to citizen teams in the areas of community networks, network tools, and web site maintenance, including the writing of a 50 page reference guide. Developed community network web sites for seven counties using PHP, CSS, include files, and basic HTML. Part of a team that designed and developed an interactive directory system for community network use with LDAP, PHP and HTML. Responsible for the design and development of non-profit client web sites and the continued upkeep of the Blacksburg Electronic Village web site. Provided e-mail and web site tech support for customers. Assisted in the development of final reporting documentation for the TOP grant, authoring reports for seven counties.

Duke University. Durham, NC. Information Designer/Developer, June 2000 through June 2002. Responsible for the development and maintenance of the Office of Information Technology web site and major sites within. Responsible for the development and implementation of Active Server Pages. Responsible for the development of PHP pages for the Customer Service intranet site. Developed *Computing Survival Guide* for incoming students and other student-centric publications and campaigns. Part of development of the *Site Management Handbook*. Ad hoc online campaigns. Assisted in orientating and mentoring new employees.

Bentley College – Academic Technology Center. Waltham, MA. Student Manager/Project Manager, January 1998 through April 2000. Worked closely with faculty to integrate technology into the curriculum. Assisted a professor with the implementation of software to broadcast his course online. Supervised and managed staff of 10-15 students. Managed approximately 30 projects involving the design, development, and implementation of academic web sites. Created images that invoke, intrigue, and invite users to a web site. Used Lotus Notes databases to track project status and time spent. Instructed faculty and continuing education students on the use of technology such as HTML and Frontpage. Developed online help system for instruction on the use of Blackboard 3.0.

The JASON Foundation for Education. Waltham, MA. Internet Programs Internship, June 1999 through April 2000. Responsible for updating web sites and software research. Assisted in computer, software, and network maintenance, including troubleshooting problems and contacting customer support when necessary. Part of a team that designed and implemented an online store. Involved in the development of JASON Project Network site.

**COMPUTER
SKILLS:**

Office products:

Microsoft Word, PowerPoint, Excel, Access, Outlook, including Office 2007; AppleWorks.

Web development:

HTML, XHTML, JavaScript, PHP4/5, Active Server Pages with VBScript, LDAP, SQL, MySQL, Cascading Style Sheets, Macromedia Dreamweaver, BBEdit, working knowledge of XML and AJAX.

Server software:

Microsoft IIS 5.0 Server, FTP, working knowledge of Unix and Apache

Graphics software:

Adobe Photoshop, Adobe Illustrator, Macromedia Fireworks, Paint Shop Pro, working knowledge of Macromedia Flash

Publishing software:

Adobe Pagemaker, Adobe InDesign

Other:

Blackboard, Elluminate, Lotus Notes, GroupWise, Adobe Acrobat, Adobe Captivate, WordPress (including theme development and manipulation), ClassTop, Respondus, Impatica, familiar with all Windows and Macintosh operating systems

EDUCATION:

Bentley College, Waltham, MA. B.S., Business Communications, Information Design Track (concentration in technical communication). Minor: English.
Completed: May 2000. Major GPA: 3.8/4.0. Overall GPA: 3.3/4.0.
Honors: Society for Documentation Professionals' Student Excellence Award, 2000.
Dean's List, Fall 1998, Fall 1999.

Virginia Polytechnic Institute and State University, Blacksburg, VA. MA.Ed., Instructional Technology.
Since January 2003.

OTHER:

College representative on Virginia Community College System (VCCS) Distance and Distributed Learning Committee, 2005-2008
Chair of College Distance Learning Committee, 2006-2008
Involved in various working groups for Instructional Design and Distance Education issues within the VCCS, 2004-2008
Member of the Society for Technical Communication (STC), 1999-2002
Winner of Award of Merit from STC Technical Publications Competition for *Computing Survival Guide*, a publication to assist students in getting connected to the internet at Duke University.
Designer, editor and producer of annual Bentley College literary journal, *Piecework*, 2000.

WEBSITE

PORTFOLIO: <http://www.jaimesdesigns.com/>