Hollie L. Miller

EDUCATION

Master of Science, Educational Technology   ***December 2010***
Dakota State University: Madison, South Dakota

Master of Education Curriculum and Instruction; College Student Affairs   ***May 2004***
University of South Florida: Tampa, Florida

Bachelor of Arts, English Writing Arts   ***August 2001***
State University of New York, College at Oswego: Oswego, NY

WORK EXPERIENCE

Yankee Trails, Rensselaer, NY   ***January 2017 - Present***
Organizational Technologist
Conduct executive-level feedback sessions and consult on developmental coaching. Create organizational training materials and high impact presentations. Conduct planning and execution of assigned projects. Including planning, leading, and facilitating any discovery process, development of a project plan and execution to successful delivery. Assist in resolving conflicts within project stakeholders and functional areas. Work cross-functionally to solve problems and implement changes. Facilitate the coordination of technical projects between the business and our IT solutions consultant. Assemble, evaluate and edit Human Resource policies. Create standard operating procedure and policies for undocumented verbal policies.

Siena College, Loudonville, NY   ***March 2014 – December 2016***
Senior Instructional Technologist
Consult with faculty to identify technologies to assist them in meeting their pedagogical goals. Promote effective uses of technology in support of teaching and learning on campus. Develop initiatives to provide faculty with opportunities to identify and explore emerging trends in educational technology to enhance learning in the classroom. Work with First Year Seminar courses to initiate the Digication Electronic Portfolio system on campus.

Empire State College, Saratoga Springs, NY   ***February 2013 – March 2014***

School of Graduate Studies
Instructional Technologist
Collaborate with and support curriculum developers, faculty, and instructional designers to create technology mediated learning experiences and to integrate a variety of graphics, audio, video, and interactive media; web communications software; and web 2.0 tools in learning environments. Use various audio/video equipment and technical skills to obtain professional quality results. Provide front-line, just-in-time instructional technology support for faculty and staff with diverse backgrounds and perspectives on the use of technology in teaching and learning. Design and deliver workshops and training on a variety of online tools and media services; serve as subject matter expert for such content for others; reach out to faculty and staff with individualized approaches when needed; develop user documentation and asynchronous training resources. Identify and organize web and multimedia resources for students and faculty and develop open educational resources for the School for Graduate Studies; assist faculty in developing reusable learning objects and integrating them into their courses. Provide break/fix technical support to faculty and students at a distance who use Grad-specific technologies; and serve as ESC Help Desk liaison. Engage in continuous investigation of emerging technologies that have potential to support learning and disseminate best practices in technology enhanced teaching and learning.

Hollie L. Miller

Center for Distance Learning   **February 2013 – March 2014**
Adjunct Instructor – Computer Applications
Introduction to computer applications covered using either Microsoft Office 2010 or Microsoft Office 2007.It covered (1) general knowledge about how the personal computer operates; (2) knowledge of the vocabulary and uses of popular application software; (3) hands-on learning of word processing or presentation graphics, spreadsheet, and database software. Prepared for the course at least two weeks before the term begins to make updates, prepared introduction, etc. Logged in to the course and engaged students three nonconsecutive days a week per course. Reviewed readings/related material, technology, activities and course modules in preparation for discussions, essays, other projects. Gave assignment feedback, generally within 7-10 days of assignment submission. Maintained course communications such as posing question/objectives and outside resources in discussion areas and responding to student posts regularly; checking emails, course emails, private folders, etc. Administered the course; grade book, attendance, early warning systems, worked with students with disabilities, responded to queries from student service professionals. Provided grades and formative feedback on assignments throughout the term to allow for improvement.

Center for Distance Learning   ***February 2011 – February 2013***
Instructional Support Associate (Curriculum Maintenance Specialist)
Help maintain functionality in CDL courses. Document requests for assistance (tickets) and develop documentation for common problems. Become knowledgeable of the functionality of Moodle/Mahara. Assist with special projects especially in regards to the Moodle migration. Manage the Media Services Lab. Provide project management and coordination of design, development and/or training activities for assigned projects with Student and Academic Services. Provide project management and coordination of design, development and/or training activities for assigned projects for The Great Gateway and Teaching Online resources.

Instructional Support Assistant (Curriculum Maintenance Specialist), Saratoga Springs, New York
Assist faculty and instructional designers with the upkeep of a large body of robust online courses. Work with Curriculum Instructional Design (CID) group on day-to-day efforts: communicate tasks and deadlines; coordinate meetings; monitor progress; note deadlines; resolve problems; and identify barriers to successful completion. Monitor the Tech Info ticketing system under the role of CDL Tech. Organize, disseminate, and follow up on tickets referred to individuals outside of the ticketing system. Investigate and resolve functionality issues that may arise in current or developing courses as identified by CID team members and faculty members. Create and maintain a project plan of tasks, milestones and completion dates. Manage project related communications, information and documentation, including specifications, correspondence, and meeting notes, as needed. Develop troubleshooting guides and quick start manuals. Clean up and repair broken links, HTML code, resizing of images for the web using pedagogical theory. Work with the Office of Integrated Technology on special projects. Research and report on use and utilization of learning management software. Create policy and procedure for ticketing workflows.

Alden March Bioethics Institute at Albany Medical College   ***October 2007 – April 2010***
Coordinator of Graduate Studies, Albany, New York
Conducted periodic needs assessment analyses and assessments of program success to determine student satisfaction and program quality. Planned and recommended new approaches and use of technologies. Created timelines for assessment, design, development, implementation and evaluation phases of training initiatives to ensure compliance with institutional and other programmatic requirements. Provided training services and technical support to online learning students, faculty, and

359 3rd Street Troy, New York 12180 – www.theotherinside.com
miller.hollie@gmail.com Home/Cellular: (518) 461-9892

Hollie L. Miller

staff on Albany Medical College's course management system (i.e. Sakai); responded to inquires/questions, troubleshooting problems, adding/removing students from Sakai sites/sections. Served as a resource for course management system support and online learning initiatives; occasionally provided on-site training for faculty and create online student orientations. Developed and assisted the creation of media or applications required for online learning initiatives. (i.e. Storyboarding, Audio Production, Camtasia Screencasts, Podcasts, Itunes University) Assisted with the maintenance of the Alden March Bioethics Institute websites. Created, edited, and maintained publications and documentation, including brochures, manuals, guides, flyers, and handbooks. Participated as Bioethics Team Lead for the Datatel/Colleague database management committee. Acted as Bioethics representative for the Active Apply and WebAdvisor software trial.

Envision, EMI / Congressional Youth Leadership Conferences   ***July 2006 – June 2007***
National Young Scholars Program Associate Director of Programs – Production, Vienna, Virginia
Prepared program classroom components, individually and as part of a team (e.g. create homemade materials, inventory classroom supplies, shipped supplied to appropriate conference site etc.] Hired and assigned a team of program temporary staff. Planned and produced series of temporary staff training sessions and relevant training materials. Participated in curriculum training sessions and produced homemade classroom materials. Trained to handle routine student discipline and emergency/crisis situations. Trained to coordinate arrival and departure of participants.

National Young Leaders State Conference - Faculty Advisor, Various U.S. Cities
Co-supervised assigned group of 24 junior high school scholars. Facilitated small group meetings in conflict resolution, appreciating diversity, leadership techniques, project planning, group dynamics, responsible decision making and presentation skills. Prepared students for each day's activities through informational sessions (lead interactive discussions and followed pre-made lesson plans, etc.) Monitored and ensured appropriate student behavior and enforced all rules and policies as directed. Provided supervision and assistance in residence at the program site as assigned. Conducted a nightly room check ensuring that students are safe and secure in their rooms. Traveled weekly from city to city to provide conference assistance. Worked 64 hours per week for seven 4-Day sessions.

National Young Leaders Conference - Operations Team Member, Washington D.C.
Provided logistical implementation of the program as directed by the Associate Director of Programs – Operations. Inspected every aspect of a given location in preparation for the arrival of students, staff and invited speakers and to insure logistical success of the event. Managed safe and efficient transportation of 400 students [Grades 9-12] and faculty to, between and from off-site event location. Monitored and ensured airport arrival transportation from three area locations to conference site. Worked with scholars regarding any concerns including medical issues and special needs while at the program. Identified and solved any logistical problems that arose in a quick, efficient and professional manner. Worked 84 hours per week for eight 6-Day sessions. Followed accounting procedures for petty cash expenses.

Purdue University   ***July 2004 – May 2005***
Assistant Director of Orientation and New Student Programs, West Lafayette, Indiana
Assisted in designing, implementing, and coordinating all aspects of new student and family orientation programs offered by the Orientation and New Student Programs [ONSP] Office. Major programs included the five-day Boiler Gold Rush program that accommodates approximately 4,500 freshmen and consists of more than 450 student leaders. Assisted in researching, developing, and implementing new orientation initiatives, such as non-resident retention efforts. Evaluated all aspects of ONSP events, recommend, and implemented changes when necessary. Supervised and advised the eight Student Orientation Committee [SOC] members in planning, coordinating, and recruiting in the selection of all the student leaders. Supervised and advised the 62 Team Supervisors in training, group processing,

Hollie L. Miller

diversity work, and leadership development. Assisted with writing and editing all written correspondence and publications including, newsletters, handbooks, and promotional materials. Designed travel brochure for non-resident students, sent to over 7,000 admitted students. Designed t-shirt prints and contracted with vendors for ONSP professional staff and student staff uniforms. Maintained the website for the Orientation and New Student Programs office.

University of South Florida   ***August 2002-May 2004***
Graduate Assistant-Office of Student Activities, Tampa, Florida
Coordinated catering, marketing, and event logistics. Advised co-sponsoring organizations to ensure a well-managed event. Convened committee of faculty, students, and staff to review lecture series submissions. Oversaw purchase requests and spending of a $150,000 budget. Supervised and provided guidance to undergraduate student employee. Worked with agencies contracting large speaking engagements and facilitate contract and rider negotiations. Maintained a university budget of $150,000 contracting 24 lecture events. Designed an educational program series that focused on personal development and student success. Coordinated over 12 workshops each semester. Surveyed building staff to determine desired personal and professional staff information sessions. Conducted needs assessment to establish future staff development topics. Created a yearlong development program aimed at full-time staff employees. Planned and presented Student Activities information sessions to First Time In College students regarding the importance of getting involved in campus and the resources available to them. Acted as a liaison between Student Activities and various university departments. Completed local train the trainer certification for Safe Zone and National Coalition Building Institute training.

PRESENTED PROGRAMS
Universal Design: Theory and Practice
Technologies in Education 2013 Conference – Albany, NY (Co-Presenter)

Online, Open, and Accessible: How Do We Reach All Learners?
22nd Annual Conference on Instruction and Technology (CIT 2013) – Utica, NY (Co-Presenter)

Let's "Hangout"... Real-time Planning and Finalizing
Empire State College Center for Distance Learning Conference 2013 – Saratoga Springs, NY (Co-Presenter)

Mobile Virtual Scavenger Hunt Fun!
23rd Annual Conference on Instruction & Technology (CIT 2014) – Cornell, NY (Co-Presenter)

What I Want, When I Want to Watch It: Brief Thoughts on Television Literacy in the Streaming World
3Ts 2013: Transliteracy from Cradle to Career – Saratoga Springs, NY (Lead Presenter)

Diversity: On Demand - Developing a diversity workshop – Educational Session
2005 National Orientation Directors Association Region VII Conference Muncie, IN

Brilliant But Canceled: Creating Media Presentations using Windows Movie Maker and Iphoto
2005 National Orientation Directors Association Region VII Conference Muncie, IN

"Let's Go Fishing" - Motivation and Retention Workshop
University of South Florida Leadership conference Spring 2002 & Fall 2003

359 3rd Street Troy, New York 12180 – www.theotherinside.com
miller.hollie@gmail.com Home/Cellular: (518) 461-9892

Hollie L. Miller

"The LGBOL: Who says the West wasn't Gay?" - Educational Session
2001 National Orientation Directors Association Region IX Conference Binghamton, NY

MEMBERSHIPS & AFFILIATIONS
National Association of Student Personnel Administrators, 2005
American College Personnel Association, 2004
Omicron Delta Kappa, National Leadership Honor Society, 2004
National Orientation Directors Association, 2001-2002, 2004
Life-time Member, Alpha Phi Omega, National Co-Ed Service Fraternity, 1999

COMPUTER SKILLS
Coach Manager, RTA Fleet Management Software, ADP WorkForce Now, Lotus Notes, Camtasia, Microsoft Outlook, Word, Works, Publisher, PowerPoint. Adobe Acrobat Pro, Adobe Photoshop. Adobe PageMaker. Microsoft FrontPage, Macromedia Dreamweaver, Windows Movie Maker. Ilife '05 suite. Iwork '08. Internet skills. Google Apps for Education, Google Apps for Business, Social Media (twitter, Facebook, linked-in, tumblr, blogger, youtube, vimeo) Macintosh and PC orientated. LMS education software (Sakai, Angel, Moodle, Blackboard). Digication E-Portfolio, Datatel/Collegue Database management system. ItunesU administrator functions.

CERTIFICATIONS
Class A/B UNDERGROUND STORAGE TANK (UST) SYSTEMS Operator in New York
Operator Authorization Number 4CK-PHP