

CURRICULUM VITAE

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Statement of Teaching Philosophy

As an educator, helping students form new, significant life experiences is the essence to why I am always excited to teach. I am motivated to ensure students understand all concepts of using technology and the process of technology adoption. It is critical to prepare students on how to apply the course concepts in the real world so that can successfully implement technology-oriented systems. My previous work experiences of helping faculty develop course curriculums and my own online teaching experiences have helped me to become a successful educator. Having worked in the information technology field for over ten years, I have been exposed to many technologies and tools that work well in certain environments and many technologies that do not work based on the students' needs. I ensure that I am always using the best technologies possible and that students are getting the best possible experience.

In the classroom, I inspire learning by using information technology tools, virtual guest speakers (when possible), and current research. Information technology has produced various active learning tools, blogs, engaging multimedia, and other technologies, like Twitter, Instagram and VoiceThread, which are often integrated into my classroom. I help students create connections to why the course content is relevant to them. Being a professional educator today requires the instructor to be flexible with course design and delivery and responding to meet the needs of all students. The use of web-based and mobile tools is used in all courses I teach (e.g. VoiceThread, Thinglink, etc.), which, I believe, helps strengthen the student-teacher relationship and build better professional networks. I provide multiple technologies and opportunities to students to ensure they can be in communication with me, even if it is a phone call from me asking how the course is going. I also enjoy the prospect of employing new collaboration and communication technologies to better engage students. As a professional educator, I believe course curriculum needs to always be changing and it is my job to find the best tools and technologies that will meet the students' needs successfully. Ultimately, learning is a choice; therefore, I strive to help students learn and become lifelong learners.

Formal Education

EdD, Curriculum/Instruction Valdosta State University, Valdosta, GA Dissertation: Exploring Faculty Use Before and After a Learning Management System Migration: A Survey Approach	2015
MBA, General Business Management Columbia Southern University, Orange Beach, AL	2020
MLIS, Information Science and Technology University of South Carolina, Columbia, SC	2016
MEd, Educational Technology University of South Carolina Aiken, Aiken, SC	2009
BS, Technology Support and Training Management University of South Carolina, Columbia, SC	2007

Experience

Adjunct Instructor (Online), UX Design

2021 – Present

University of Florida (Gainesville, FL)
College of Journalism and Communications

Teach an online graduate/professional-level course on usability testing and HCI (human computer interaction).

Working with internal instructional design team, re-developed the course to meet QM standards and ensuring proper curriculum alignment

Courses Developed and Taught:

MMC 5279: UX Design Theory (100% online)

Online Faculty, Information Science

2019 – Present

The University of Arizona (Tucson, AZ)
School of Information

Teach online, undergraduate/graduate courses on web design and information technologies.

Create and design online course content within D2L meet to Quality Matters standards.

Develop weekly lectures using various authorizing tools (e.g., Adobe Captivate and Camtasia)

Courses Developed and Taught:

ISTA 230: Introduction to Web Design and Development (100% online)

LIS 470/570: Database Development and Management (100% online)

LIS 471/571: Introduction to Information Technology (100% online)

LIS 475/575: User Interface and Website Design (100% online)

Adjunct Online Faculty, Cybersecurity

2019 – Present

New England College (Henniker, NH)
School of Graduate and Professional Studies

Teach online, graduate/professional-level courses on information technology and cyber security.

Developed the following courses to be used throughout multiple graduate-level degree program(s): CS 3104: Security Program Management & CT 6570: Web Analytics.

Attend weekend on-campus residencies to evaluate student projects and research.

Courses Taught:

ECS 5100: Computer Security Foundations (100% online)

ECS 6100: Policy, Legal Ethics and Compliance (100% online)

ECS 6200: Managing Information Security (100% online)

ECS 6700: Information Assurance (100% online)

Instructor, Information Systems Technology

2015 - 2020

Midlands Technical College, Columbia, SC
School of Science, Technology, Engineering and Math

Taught computer technology, software application, and web programming courses to all majors.

Delivered courses in various formats, including face-to-face, hybrid, and online environments.

Created a student-centered environment and provide students with multiple opportunities to practice desired course-learning outcomes.

Redeveloped IST 226 (Internet Programming) into a fully hybrid-based course. Required selecting an appropriate textbook, rewriting weekly outcomes, and creating new learning assignments/assessments.

Created a computer image each semester used in all labs throughout two campuses and 30 computer labs; image includes all the necessary software used throughout 20 computer courses.

Utilized effective classroom management skills to ensure a high-quality learning environment.

Worked with individuals or small groups to present and reinforce learning concepts.

Courses Developed and/or Taught:

CPT 101:	Introduction to Computers	(Hybrid and 100% online)
CPT 104:	Introduction to Information Technology	(Hybrid)
CPT 170:	Microcomputer Applications	(Traditional)
CPT 172:	Microcomputer Database	(Hybrid)
CPT 264:	Systems and Procedures	(100% online)
CPT 282:	Information Systems Security	(100% online)
IST 225:	Internet Communications	(Traditional and 100% online)
IST 226:	Internet Programming	(Traditional and Hybrid)

Adjunct Faculty, Integrated Information Technology 2015 - 2019

University of South Carolina (Columbia, SC)

College of Engineering and Computing/Department of Integrated Information Technology

Taught hybrid and online undergraduate courses on information technology topics related to HTML5, CSS, JavaScript and database design.

Utilized various Web 2.0 tools, including VoiceThread, MyLabs Plus and blogging, to help students capture their learning experiences.

Courses Developed and/or Taught:

ITEC 265:	Computer Applications in Business II	(Hybrid)
ITEC 362:	Web-Based Support Systems	(Hybrid)

Adjunct Online Faculty, Information Technology 2017 – 2019

Middle Georgia State University (Macon, GA)

School of Information Technology

Taught online, undergraduate-level courses on database design, computer interaction and developing electronic e-commerce systems.

Designed course content for D2L and record instructional content using Adobe Presenter Video Express and/or Camtasia.

Courses Developed and Taught:

ITEC 3235:	Human Computer Interaction	(100% online)
ITEC 3245:	Database Principles	(100% online)
ITEC 4288:	Electronic Commerce Systems	(100% online)

Adjunct Online Faculty, Cybersecurity 2017 – 2019

University of the Cumberlands (Williamsburg, KY)

School of Computer and Information Sciences

Taught online, graduate-level courses on information technology and cyber security.

Designed course content for Blackboard and recorded instructional videos using Adobe Captivate and/or Camtasia.

Attended weekend on-campus residencies to evaluate student projects and research.

Courses Developed and Taught:

ISOL 631:	Operations Security	(100% online)
ISOL 632:	Business Continuity Planning and Disaster Recover Planning	(100% online)

Senior Online Instructor, Information Technology

2012 - 2019

Stevens-Henager College (Salt Lake City, UT)
School of Technology

Taught various computer application/web programming courses via weekly two-hour synchronous lectures using Blackboard Collaborate and/or Zoom.

Advised students on possible jobs and career paths based on their educational track.

Mentored new faculty members teaching in the web programming degree program.

Designed and implemented new curriculum courses within the web design/development track.

Served as an Interim Associate Dean of Technology working with career services and advising and provided support and guidance to computer-programming students.

Courses Developed and/or Taught:

MIS 550:	Systems Analysis and Design	(100% online)
MIS 570:	Management of Information Systems	(100% online)
PRG 102:	Programming and Design I	(100% online)
PRG 103:	Programming and Design II	(100% online)
PRG 111:	Web Page Programming I	(100% online)
PRG 249:	Web Page Programming II	(100% online)
PRG 250:	Web Page Programming III	(100% online)

Instructor, Information Technology

2011 - 2013

ITT Technical Institute (Columbia, SC)

Taught multiple face-to-face computer networking, server administration, and cyber security courses in the Associate and Bachelor level degree programs.

Collaborated with the Chair of Information Technology to improve and enhance course content to ensure the best possible student experience and increased outcome achievement.

Advised students on possible internships, career paths, and how to professionally network within the local community.

Assisted in hiring and mentoring new adjunct faculty members.

Courses Taught:

NT 1110:	Computer Logic and Structure	(Traditional)
NT 1210:	Introduction to Networking	(Traditional)
NT 1230:	Client-Server Networking I	(Traditional)
NT 1330:	Client-Server Networking II	(Traditional)
NT 2799:	Network Systems Capstone	(Traditional)
IS 3110:	Risk Management in IT	(Traditional)

Professional Positions in Academia**University of South Carolina**

Columbia, SC

Senior Instructional Designer

2013 - 2015

Designed, developed, and executed distributed learning delivery methods and trained faculty to make content ADA accessible.

Collaborated with faculty on course design, development, and implementation to incorporate the best practices and theories of instruction and achieve learning outcomes.

Applied Quality Matters standards to all instructional design projects.

Offered training and support to junior instructional designers on USC practices, methods, and delivery of distributed learning courses.

Designed and modified 45+ courses within various academic disciplines to help improve course curriculum and delivery by including technology-enabled assignments and learning activities.

Delivered workshops, seminars, and tutorials for faculty development in various aspects of distance learning and Web 2.0/3.0 tools.

Assisted the Center for Teaching Excellence in continuing a web presence.

Served as key figure in flipping classroom presence within the university.

Coordinator of Online Learning

2012 - 2013

Pioneered online and blended academic support delivery models for the Student Success Center.

Oversaw tutoring, Supplemental Instruction (SI), academic coaching, and advising by utilizing Adobe Connect and Blackboard Learn.

Collaborated with university technology administrators and personnel to investigate and implement educational technology solutions for integration in online models.

Redesigned the Student Success Center's website into Wordpress environment and provided ongoing support and maintenance.

Generated more than eight e-learning tutorials—including Appreciative Advising Inventory, Green Zone, 35 Study Tips, LASSI Sample Description of Scales—using Adobe Captivate, Blackboard, Camtasia, and Windows Movie Maker.

Supported the Student Success Center in web presences and social media needs.

Hired, trained, and managed the summer online learning intern.

Desktop Support Technician

2008 - 2009

Delivered Tier 1 and 2 support to students, staff, and faculty by diagnosing computer hardware and software issues.

Assisted with a university-wide network conversion from Novell to Windows Active Directory.

Served as a project member on selecting a provider for student email, along with managing multiple undergraduate students who tested the functionality of this system.

Augusta University

Augusta, GA

Instructional Systems Analyst

2009 - 2010

Supported multiple instructional and learning systems by delivering top-level technical support to faculty, staff, and students.

Collaborated with the Senior Instructional Systems Analyst to generate daily imports and extracts within SunGard's Banner and implementing/testing required Blackboard updates.

Implemented and conducted monthly training workshops by identifying concerns from faculty members on using Blackboard, Respondus, and other technologies.

Investigated new instructional technologies and worked with project managers and other technical staff to implement these technologies within the university (e.g., Lockdown Browser).

Professional Experience

Information Technology Trainer

2010 - 2012

South Carolina Department of Transportation, Columbia, SC

Designed various e-learning tutorials using Camtasia for the Moodle LMS environment.

Provided training to fellow technical trainers on using Moodle LMS and creating effective online learning modules using the ADDIE model and Camtasia.

Supplied assistance to Help Desk staff during heavy call volume by gracefully resolving various hardware and software issues.

Created customized, information technology-oriented courses on various computer skills and software applications.

Courses:

Introduction to Keyboarding, Introduction to Computer Concepts, Introduction to Windows XP, Microsoft Access, Excel, Outlook, Word Levels I, II, III, and SCEIS.

Entrepreneurial Experience

Ryan's IT Services

2005 - Present

Owner

Offer various I.T. consulting, computer repair, technical assistance, and web design services to diverse clients.

Create and redesign websites for various local businesses and provide web-hosting services.

Provide on-site and remote technical support to various businesses.

Perform Hardware installation, Virus removal, Networking installation, or Database creation.

Advertise and recruit new businesses using social media, phone calls, or other mediums.

Educational Training

Quality Matters

Accelerated K-12 Reviewer Course for Higher Education	2020
Quality Matters Master Reviewer Recertification	2020
Quality Matters Master Reviewer Recertification	2019
Quality Matters Rubric Update Sixth Edition	2018
Quality Matters Workshop: Creating a Discussion Board Rubric	2016
Quality Matters Certified Master Reviewer	2015
Quality Matters Certified Peer Reviewer	2015
Applying the QM Rubric, Quality Matters	2013

Connecting Learning Objectives and Assessments	2013
Online Learning Consortium	
Online Teaching Certificate in Online Design	2014
Designing a Flipped Classroom	2014
Developing Effective Presentations	2014
Developing Rubrics	2014
W3Schools	
Certified HTML Developer	2018

Memberships and Affiliations

Quality Matters Instructional Designers Association (QM IDA)	2014 - Present
World Association for Academic Doctors	2018 - 2020
Scholarship Committee Midlands Technical College, Columbia, SC	2016 - 2020
Member of the Computer Science Teachers Association (CSTA)	2011 - 2018
National Information Security Group (NAISG)	2011 - 2018
Served as the program sponsor for the IT Club ITT Technical Institute, Columbia, SC	2012 - 2013

Article Publications

Published Articles

- Bickle, M., & Rucker, R. (2021). Stumbling made me a better online instructor: 13 tips toward quality improvement. *Distance Learning, 18*(3), 14-22.
- Bickle, M., & Rucker, R. (2020). COVID-19 and higher education: Changing adoption rates of online learning. *Journal of Online Higher Education, 4*(2), 3-10. Retrieved from <https://ojs.iucdt.com/index.php/johe/article/view/114/69>.
- Bickle, M., Rucker, R., & Burnsed, K. (2019). Online learning: Examination of attributes that promote student satisfaction. *Online Journal of Distance Learning Administration, 22*(1). Retrieved from https://www.westga.edu/~distance/ojdl/spring221/bickle_rucker_burnsed221.html.
- Bickle, M., & Rucker, R. (2018). Student-to-student interaction: Humanizing the online classroom using technology and group assignments. *Quarterly Review of Distance Education, 19*(1), 1-11.
- Rucker, R., & Frass, L. (2017). Faculty members' perceptions of support and system usage experiences when their institution of higher education migrates from Blackboard Vista learning management systems to Desire2Learn. *Journal of Educational Technology Systems, 46*(2), 259-277.
- Frass, L., Rucker, R., & Washington, G. (2017). An overview of how four institutions prepare faculty to teach online. *Journal of Online Higher Education, 1*(1). Retrieved from <https://ojs.iucdt.com/index.php/johe/article/view/7/4>.
- Frass, L., Rucker, R., & Brown, D. (2016). Technology in the distance education classroom: An exploratory study of a college of pharmacy. *Distance Learning, 13*(4), 17-26.

- Rucker, R., & Downey, S. (2016). Faculty technology usage resulting from institutional migration to a new learning management system. *Online Journal of Distance Learning Administration*, 19(1). Retrieved from http://www.westga.edu/~distance/ojdla/spring191/rucker_downey191.html.
- Rucker, R., Edwards, K., & Frass, L. (2015). Assessing faculty experiences with and perceptions of an internal quality assurance process for undergraduate distributed learning courses: A pilot study. *Quarterly Review of Distance Education*, 16(4), 35-44.
- Rucker, R. (2015). Exploring Faculty Use Before and After a Learning Management System Migration: A Survey Approach. Dissertation. Valdosta State University, Valdosta, GA. Retrieved from <http://hdl.handle.net/10428/1940>.

Conference Presentations

- Bickle, M.C., & Rucker, R. (2017, October). Attributes contributing to satisfaction with online learning. Presented at Oktoberbest, Columbia, South Carolina.
- Bickle, M.C., & Rucker, R. (2017, September). You can run but you cannot hide: Building social presence in online learning through VoiceThread. Presented at Quality Matters QM Connect, Fort Worth, Texas.
- Bickle, M.C., & Rucker, R. (2017, June). Examination of social presence in online learning: Use of voicethread in asynchronous courses. Presented at South Carolina ReCharge, Columbia, South Carolina.
- Bickle, M.C., & Rucker, R. (2016, September). Benefits of using voicethread in distributed learning. Presented at Oktoberbest, Columbia, South Carolina.
- Frass, L., Rucker, R., & Washington, G. (2016, June). Faculty development: Preparing for the transition to online teaching. Paper presented at 2016 Distance Learning Administration Conference, Jekyll Island, Georgia.
- Brown, D., & Rucker, R. (2016, February). Renovating distance education classrooms: One classroom at a time. Presented at FantasTech Virtual Conference, Richmond, Virginia. Archived at <https://youtu.be/tXl0kkbnJqM>
- Rucker, R., & Frass, L. (2016, February). Voicethread: Generation z. Presented at FantasTech Virtual Conference, Richmond, Virginia. Archived at <http://youtu.be/TxWLCssc4vs>
- Rucker, R. (2015, November). Exploring faculty use before and after a LMS migration: A survey approach. Presented at National Distance Learning Week Conference, Aiken, South Carolina. Archived at <https://youtu.be/Arcl-0PpNIs>
- Rucker, R., Edwards, K., & Frass, L. (2015, June). Implementing a standardized quality assurance metric in undergraduate distributed learning courses. Presented at 2015 Distance Learning Administration Conference, Jekyll Island, Georgia.
- Frass, L., & Rucker, R. (2015, February). Implementing quality assurance standards in higher education online courses (panel discussion). Presented at FantasTech Virtual Conference, Richmond, Virginia. Archived at https://youtu.be/XAP58Y_47zU
- Rucker, R., & Frass, L. (2014, November). Creating effective and interactive adobe presenter presentations: An easy approach. Presented at National Distance Learning Week Conference, Aiken, South Carolina.
- Rucker, R. (2014, November). Building compelling voicethread assignments for generation z. Presented at National Distance Learning Week Conference, Aiken, South Carolina.
- Edwards, K., & Rucker, R. (2014, October). Game on! Playbook for a winning distributed learning course. Presented at Oktoberbest, Columbia, South Carolina.

Rucker, R., & Bularzik, L. (2014, June). Web 2.0 for generation z: An lms approach. Presented at the Upstate Technology Conference, Greenville, South Carolina.

Rucker, R. (2012, June). Moodle 2.0. Presented at the Upstate Technology Conference, Greenville, South Carolina.

Anderson, R., & Rucker, R. (2010, October). Outsourcing student email: Innovative options in lean economic times. Presented at the South Carolina Educational Technology Conference, Myrtle Beach, South Carolina.

Rucker, R. (2009, June). Using and intergrading moodle. Presented at the Upstate Technology Conference, Greenville, South Carolina.

Conference Proceedings

Bickle, M.C., & Rucker, R. (2018). Examination of course attributes that contribute to student satisfaction with online learning. In G. Naylor (Ed.), *Consumer Satisfaction, Dissatisfaction and Complaining Behavior: 2018 Annual Conference* (pp. 26-27). New York, NY. Retrieved from: <http://jcsdcb.com/index.php/JCSDCB/article/view/280>.

Frass, L., Rucker, R., & Washington, G. (2016). Faculty development: Preparing for the transition to online teaching. In M. Clay & J. Stone (Eds.), *Distance Learning Administration: 2016 Annual Conference* (pp. 63-67). Jekyll Island, GA. Retrieved from: <https://www.westga.edu/~distance/dla/pdf/2016-DL-PROCEEDINGS-updated.pdf>

Invited Presentations

Shatto, B., Rucker, R., & Ellsworth, E. (2020, July). To tech or not tech: Exploring when to use technology in an online class. Presented at the United States Distance Learning Administration Webinar Series. Archived at <https://usdla-org.zoom.us/rec/share/1O5rMrDZ5jJIXInG02H2QakHWaDpT6a81yYY8vQNmR1H5B7hVUuwVjsjFk1CMw1> (Password 3n0J*!wf).

Rucker, R. (2017, April). Improving student outcomes: Developing high quality courses. Opening Keynote Speaker. Presented at the 2017 Technology in Teaching Symposium, Delta State University.

Frass, L., Rucker, R., & Washington, G. (2017, February). Preparing faculty members to teach online: Comparing institutional processes. Presented at the 2017 Transforming the Teaching & Learning Environment virtual conference, Pennsylvania State System of Higher Education.

Rucker, R. (2016, November). Planning course modules: Integrating backwards design. Keynote Speaker. The University of South Carolina Aiken National Distance Learning Week Virtual Conference 2016, Aiken, South Carolina. Archived at <https://breeze.sc.edu/p2kimni5owz/>

Rucker, R. (2016, November). Changing course design: Building and ensuring quality driven courses. Keynote Speaker. The University of South Carolina Aiken National Distance Learning Week Virtual Conference 2016, Aiken, South Carolina. Archived at <https://breeze.sc.edu/p8rh99lp7lh/>

Rucker, R. (2016, April). Building course modules: The backwards approach. Keynote Speaker. Faculty workshop at BOOST Conference, Jekyll Island, Georgia.

Rucker, R. (2016, April). Rethinking course design: Building quality assurance courses. Keynote Speaker. Opening faculty session at BOOST Conference, Jekyll Island, Georgia.

Service

Winthrop University

Library Committee for the College of Business

2021-Present

Midlands Technical College

Selection committee for Director of Center for Teaching Excellence	2019-2019
Member of the Scholarship Committee	2016-2020
Peer reviewer for the Journal of Online Higher Education	2016-2019
Moderated a monthly Twitter chat (#SCEdtChat) dedicated to discussing educational technology.	2016-2018
Provide subject matter expertise to the Director of Online Learning on best practices for implementation of a quality assurance rubric and review process for online courses.	2015-2018
Assisted in the development of Moodle and Joomla! Environments for BOOST grant.	2015-2016

George Mason University

Serve as a Committee Member on graduate student projects/thesis.	2016-Present
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University of South Carolina

Served as an evaluator for undergraduate poster presentations in computing, engineering, and information technology fields.	2014-2016
Aided grant selection committee for flipped classroom development grants.	2015
Worked as a course reviewer for the Blackboard Exemplary Course Program.	2014
Served on hiring committees for two instructional designer positions and the web/multimedia developer for The Center for Teaching Excellence	2014-2015
Volunteered to help deliver one-day camp teaching high school students how to build a computer.	2012

ITT Technical Institute

Established and oversaw a student Information Technology club.	2012-2013
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Workshops

University of South Carolina

Presented a one-hour workshop on how to get started teaching online using a quality assurance rubric for faculty and graduate teaching assistants.	2015
Presented a one-hour workshop on using Blackboard and best practices within online teaching to College of Social Work adjunct faculty members.	2015
Presented a one-hour workshop on integrating VoiceThread assignments into the classroom for faculty and graduate teaching assistants.	2014
Co-presented and delivered a one-hour workshop during New Faculty Orientation on Online and Hybrid Teaching for faculty.	2014
Co-presented and delivered a one-hour workshop on creating SCORM based quizzes within Adobe Connect for faculty.	2014
Presented a two-hour workshop on Blackboard basics as part of BEST Institute for faculty.	2013
Created and co-presented a one-hour workshop on using Blackboard and how to be successful when taking online courses to newly admitted students in the	2013

Master of Social Work program.

Co-presented and taught workshop on best practices using Adobe Connect when delivering distributed learning courses to the Department of Women's Studies. 2013

Taught a workshop to the Student Success Center professional staff on creating e-learning tutorials and content using the ADDIE model. 2013

Created and facilitated multiple workshops to University Technology Services Helpdesk support team and other college IT personnel on preparing to migrate to Outlook Live. 2008

Invited to speak to a section of ITEC 544 (Training Systems) within the Department of Integrated Information Technology on commonly used instructional system models. 2008

Georgia Regents University 2010

Prepared and delivered multiple monthly workshops to faculty members on various tools within Blackboard Vista.

Awards and Honors

2014 Two Thumbs Up Award, May 2014
The Office of Student Disability Services, University of South Carolina

Personal Attributes

Highly qualified educator with over 10 ½ years of teaching experience in online, hybrid, blended, and face-to-face courses.

Detail oriented professional with extensive senior level management experience.

Efficiently and creatively use my experience to identify ways in which students can learn and discuss material in their course.

Quality Matters Certified Master Peer Reviewer.

Expertise in establishing academic partnerships and creating and facilitating e-learning tutorials and workshops.

Apply Student-Centric Philosophy to a variety of teaching styles and adapt instruction to students with diverse learning styles.

More than ten years of experience troubleshooting computer hardware and software issues.

Ability to excel in a demanding, outcome-oriented, and dynamic work environment.

Skilled in many disciplines such as information technology, computer and web applications, education technology and information literacy.

Skilled at Web 2.0 applications, instructional design, and management.

Keen ability to partner with students to assess needs, define strengths, and identify areas needing reinforcement, and utilize specific instruction to facilitate growth and learning.

Ability to collaborate with staff and administration to achieve school and state benchmarks success.

Adept at providing students with a rigorous and challenging education to become successful professionals and life-long learners.

Competent Subject Areas

Hardware & Software:

- Microsoft Office Suite and Project, Publisher, and Visio
- Windows 7, 8, 10 and Mac OS X
- Microsoft Windows Server 2003-2020
- Microsoft Teams
- Blackboard Collaborate
- Zoom
- Go-To-Meeting
- Microsoft Expression Web
- Notepad++
- WordPress
- Adobe Connect
- Adobe Presenter and Video Express
- Adobe Captivate
- Camtasia
- HTML5, CSS, JavaScript, XML, and VB.NET
- Reimaging computers
- Active Directory implementation
- Microsoft Visual Studio
- Remote support tools
- Network administration
- Technology implementation
- Hardware diagnostics and hardware repair
- Technical support
- Web 2.0/3.0 tools

Learning Management Systems:

- Blackboard
- D2L
- MyITLab
- Canvas
- LearningStudio
- Moodle

Subject Matter Expert:

- Information Science and Technology
- Library Science
- Information Technology
- Instructional Technology
- Information Systems
- Instructional Design
- Curriculum & Instruction
- Adult Learning Strategies
- Website Development
- Networking
- Computer Logic
- Web Page Programming
- Computer Basics
- Web Support
- Educational Research
- Internet Programming
- IT Risk Management
- Project Management
- Corporate training
- Research Methods

