

»»Writing Examples

SUPPORTING MATERIAL FOR CERTIFICATION EXAMS AND PROCESSES

- Documentation and job aids as part of continuing mentoring and process improvement in the Certification department.
- [CLAD Exam Preparation Guide \(LabVIEW\) ENGLISH](#)
- Customer Support Guide for CLD: Email templates covering most common escalations for a performance-based exam (proprietary).
- Matrix of requirements to guide RFP and selection of an exam registration and delivery system (proprietary)
- Step-by-Step guide to registering for and taking online certification exams (No longer available)
- Blog post for the IT Certification Council [Recertification in the IT Industry](#) (primary author)
- Blog post for the IT Certification Council [Item Quality Analytics 101: Dipping a Toe in the Water](#) (primary author)
- Blog post for the IT Certification Council [Certifications, Scoring, and Scaling? Oh My!](#) (Editing including creation of graphics)

OPERATIONS MANUALS

- Worked with Engineers at Austin American Technology to define requirements and procedures, then wrote and illustrated operations manuals. (proprietary)

ON-DEMAND TRAINING DESIGN

- Worked with SMEs and other stakeholders to design training and create and record training videos, including:
 - [Using Open-Source Tools with USRP Hardware for SDR Applications](#)
 - [Introduction to RF Signal Generation Acquisition and Analysis with NI RF Technologies](#)

ASSESSMENTS

Workshopped with SMEs and other stakeholders to design and create Certification Exams and Learning Badges:

- Certified LabVIEW Associate Developer Exam (proprietary)
- [Learning Badges for LabVIEW](#)

ACADEMIC WORK

Applied qualitative methodologies to issues of identity and organizational culture.

- Master's Thesis using Structured Interviews: [Individual and organizational issues in a radical free school : interviews with former students.](#)
- Dissertation Research conducted using participant observation to collect insider perspective in an Arts Magnate High School. Dissertation incomplete.
- Many graduate-level papers (samples available in hard copy).

»»Software

MICROSOFT OFFICE SUITE

- Word
- Excel
- Outlook
- PowerPoint

GOOGLE WORKSPACE

COLLABORATION SOFTWARE (User level)

- MS TEAMS
- SharePoint
- Zoom
- Slack
- Google Meet
- Azure DevOps
- JIRA