

KAIA ALDERSON, M.Ed.

~ SUMMARY OF QUALIFICATIONS ~

- * Master of Education Degree in Media, with an emphasis in Instructional Technology.
- * Skilled in designing and developing various learning solutions, including videos, tutorials, and eLearning modules.
- * Adept at analyzing, designing, and evaluating products and materials based on the ADDIE process.
- * Successful track record of handling complex assignments and situations with poise and tact.
- * Exceptional ability to prioritize work to meet goals and objectives within acceptable and accelerated timeframes.
- * Able to learn and apply new technology quickly.

~ SKILLS ~

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| *Distance Learning Theories | *Curriculum Design/Development |
| *Project Management | *Instructional Development Tools/Software |
| *Teaching/Training | *Analysis, Organization & Prioritization |
| *Written & Verbal Communication | *Ruby on Rails Web Application Development |
| *Proficient with MS Windows & MS Office | *10+ Years Customer Service Experience |

~ PROFESSIONAL EXPERIENCE~

WORKPLACE ACCOUNT MANAGER

04/2013 – Present

Ultimate Software (Atlanta, GA)

- *Serving as primary point of contact for assigned client base
- *Educating clients on software-use best practices through using virtual collaboration tools and creating customer-specific job aids
- *Troubleshooting client-side errors and implementing solutions in a timely manner
- *Maintaining and expanding knowledge of product offerings and support policies
- *Proactively monitoring client accounts for compliance as changes in client needs, software offerings and governmental policies arise

CLIENT SUPPORT SPECIALIST III

11/2007-03/2013

ADP, Inc. (Atlanta, GA)

- * 5.5 years of ADP payroll client case management with the following responsibilities: resolving issues under time constraints, providing instruction to both internal and external clients, and facilitating necessary business processes, occasional conflict management
- * Designed job aid for creating state unemployment wage reports
- * Redesigned printed internal phone menu for easier readability
- * Developed new hire scavenger hunt where finished product serves as both job aid and learning tool
- * Edited internal job aid clarifying new 2012 rules concerning Pennsylvania local income taxes
- * Credited with saving an at-risk client representing \$75k annual revenue
- * Served as member of the virtual Tax Resolution Team

- * Interacted with diverse internal and external customer bases
- * Adapted to constantly changing client situations and internal processes
- * Received numerous 100% Client Feedback Survey scores
- * Consistently scored 95% or above on assessments during New Hire Training

ESTHETICIAN & MASSAGE THERAPIST

4/2003-12/2008

Various locations (Atlanta, GA)

- * Educated clients about offered services and products
- * Conducted analysis of both client and business needs
- * Trained internal staff as needed
- * Managed front desk staff and general guest relations duties
- * Coordinated staff and client scheduling
- * Designed and implemented marketing programs featuring spa services and products

~ VOLUNTEER EXPERIENCE ~

VOLUNTEER FACILITATOR

08/2011-Present

Girl Scouts of Greater Atlanta (Mableton, GA)

- * Member of volunteer redesign team who converted the face-to-face facilitator-led Money Management course into an online self-study format
- * Co-facilitator for outdoor training sessions for adult troop leaders (face-to-face)
- * Lead facilitator and co-facilitator for Safe Sitter training sessions for middle-school aged girls (face-to-face)
- * Co-facilitator for Gold Award workshop for high-school aged girls and adult troop leaders (face-to-face)
- * Lead facilitator for New Leader Basics (online format)

~ EDUCATION ~

Tech Talent South Code Immersion Program (December 2013)

Atlanta, GA

Introductory Ruby on Rails web application development course

MASTER OF EDUCATION in MEDIA [INSTRUCTIONAL TECHNOLOGY] (December 2012)

University of West Georgia, Carrollton, GA

GPA: 4.0

BACHELOR OF ARTS in SOCIOLOGY (May 1998)

Spelman College, Atlanta, GA

~ ADDENDUM ~

Graduate program projects included:

- * Financial Literacy WebQuest (Dreamweaver, Photoshop)
- * “How To Set The Table” Tutorial (PowerPoint, Camtasia, Audacity)
- * Co-produced mock commercial advertising a school Science Club (MovieMaker)
- * Co-produced Introduction to Simple Machines video (MovieMaker)
- * eLearning Module on How To Create Scholarship Application Action Plan (Blackboard LMS)
- * Several tutorials for teachers on how to integrate technology into an educational setting
- * Evaluated and presented feedback on sixth grade online course for Henry County (Georgia) School System (Angel LMS, VoiceThread, Jing)
- * Evaluated and presented feedback on high school online course for the Georgia Virtual School (Desire2Learn LMS, VoiceThread, Jing)