

Paige Normand

Computer Science Advisor

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 linkedin.com/in/paigenormand

EDUCATION

Master of Arts in English Literature

University of Texas at Austin • 2004–2006, GPA 4.0

Bachelor of Arts, English Major

Bethany College • 2000–2004, GPA: 3.89

SKILLS

- Academic Advising
- Cross-disciplinary collaboration
- Adopting new technologies
- LMS: Canvas, Blackboard
- CMS: Cascade, WordPress
- CRM: Salesforce
- Agile Methodology
- Web and print design
- Social Media Manager

RELEVANT WORK EXPERIENCE

Student Success Strategist, Computer Science Department

James Madison University • 2024 - Present

- Primary Advisor for all declared undergraduate CS majors & minors: conduct 1x1 advising, assess data, and maintain records.
- Design and offer professional development and advising events to support students' growth, success, and professionalism.
- Create and maintain Canvas Advising site with tailored and interactive resources for all CS majors and minors.
- Supporting university-wide efforts to tailor and codify Salesforce implementation as our Advising CRM

Advisor and Outreach Coordinator, Computer Science Department

James Madison University • 2019 - Present

- Primary advisor for all declared undergraduate CS majors & minors
- Coordinate outreach efforts including alumni outreach, community-focused camps and workshops, and university outreach.
- Coordinate prospective student outreach, including hosting events, zoom panels, marketing material, and departmental visits.
- Supervise the CS Ambassador program, including hiring, training, and managing program to support current and prospective students.

Coordinator and Founder, Digital Communication Consulting

James Madison University • 2014 - 2018

- Designed and implemented a new consulting service to assist faculty and students university-wide with digital projects.
- Recruited, trained, and supervised a team of consultants for one-on-one, course-embedded, workshop-based academic support.
- Managed partnerships across campus, including writing contracts, scheduling presentations, and tracking impact.
- Created and maintained our program's web presence and marketing.

Instructor

James Madison University • 2010-2018

- WRTC 426: "WordPress," a course that implemented Agile to give students hands-on experience with scrum roles and ceremonies.
- SMAD/ WRTC/ SCOM 359: "Digital Communication Consulting," a tutor training course to teach students digital production, tutoring skills, and effective pedagogical approaches.
- SMAD 231: "Writing for New Media," a core writing- and production-intensive course for Converged Media students in the School of Media Arts and Design.