Discovery Education

*Independent Professional Development Instructional Coach 06/2014 – present*

* Presenting on-site and web-based professional learning experiences that connect digital multimedia with research-based instructional strategies.
* Modeling implementation of technology to effectively engage learners and scaffold for multimodal learning environments.
* Tailoring the presentation to accommodate the needs of the teachers as well as meet the goals of the school districts.

*Customer/Technical Support* *Nashville, TN 08/2012 - 03/2014*

* Built strong partnerships with customers by providing account and technical support via phone, email, and online chat to school district administrators and regional educational partners.
* Consulted with customers on interpreting principal and student data retrieved from assessments and evaluations.
* Resolved and documented issues that impacted product performance and customer satisfaction.
* Guided educational partners in the implementation of digital products and user management.

University of Michigan

*School Researcher Atlanta, GA 08/2009 – 07/2012*

* Scored student work samples using a rubric provided by the Educational Testing Services.
* Wrote summary reports of school visits of various charter schools in the New York City area for communication to Harvard Ed Labs.
* Coded videos for ELA exemplars of Common Core Standards for the Measures of Effective Teaching project (Gates Foundation).
* Observed live and recorded classroom instruction and activities while evaluating observed behavior for components of effective teaching.
* Developed and maintained relationships with middle school principals and teachers in three Metro Atlanta school districts.
* Maintained accurate records of all associated study and administrative materials, such as consent forms and work samples in accordance with confidentiality agreements.

Charles R. Drew Charter School

*7th grade Reading/Writing Teacher Atlanta, GA 07/2008 - 06/2009*

* Designed lesson units and projects based on performance standards to utilize various media and technology within the classroom.
* Improved scores on state standardized tests (CRCT) by at least 20%.
* Delivered instruction over grammar, writing, reading, speaking, and listening skills.
* Evaluated the reading, writing, comprehension, and application knowledge of individual students to determine levels and learning styles.

Morrow High School

*10th and 12th English/Language Arts Teacher Morrow, GA 07/2005 - 06/2008*

* Supervised fundraising activities as an Assistant Volleyball coach for 2006-2008.
* Created intervention plans for students having difficulty in the school environment as Student Support Team Chairperson 2007 – 2008.
* Accommodated the learning needs of various learning styles in a collaborative setting.
* Differentiated instruction and adapted lessons based on alternative learning styles.
* Assessed student effort and learning through authentic assessments and portfolios.

Walgreens Corporation

*Assistant Manager Roswell, GA 09/2004 - 05/2005*

* Trained new employees on internal management systems, proper sales technique, and management of customer interactions.
* Controlled store expenses and funds in excess of $5,000.
* Responsible for managing the inventory of the Photo Lab, Cosmetics department, and Pharmacy.
* Planned and built store displays for maximum profit using planograms.
* Created schedules using work-flow matrices.

Cingular Wireless, Inc.

*Telesales Consultant            Birmingham, AL April 2002- May 2004*

* Answered incoming calls and sold cellular/wireless products via a call center with specialization in Small business/home office customers.
* Assisted in closing the sale by answering technical questions through external research and internal use of the Customer Relationship Management (CRM) system.
* Advanced sales through the knowledge of manufacturers, cellular phones, and accessories.
* Achieved and exceeded monthly sales quotas and customer service objectives by 125%.

**Computer Skills**

Software Applications: Microsoft Office Suite, SalesForce, SalesLogix, Adobe Acrobat, Blackboard, Waypoint, Internet, Web 2.0, WebEx

**Certifications**

GA Teaching Certification: Early Childhood (P-5) and English (6-12)

**Education**

University of Alabama**,** Tuscaloosa, AL

*Bachelors of Arts Degree*, English, August, 2004

Minors: Political Science and Spanish