

Caroline D. Hardin

caroline.hardin@doit.wisc.edu | 608.496.1294

Work Experience

Instructional Technology and Communication Assistant | DoIT Academic Technology, University of Wisconsin-M

- Development in JavaScript, CSS and HTML for ARIS and SIFTR.
- Game design, testing, and user training on ARIS.
- MOOC forum moderation and tech support.
- Case Scenario/Critical Reader digital narrative tool technical support.
- Academic Technology technical support for campus faculty and staff.

•

• **Director of Religious Education** | James Reeb Unitarian Universalist Congregation *Madison, WI* | 2011–2014 |

- Recruited, trained, and supervised over 20 volunteer teachers per semester.
- Coordinated inspiring and meaningful curriculum activities across 5 classrooms (ages 0 – 18).
- Organized community building workshops, fairs and events.
- Created and maintained digital pedagogy support and communication tools.

• **Technical Support Coordinator** | United Cerebral Palsy of Greater Dane County *Madison, WI* | 2012–2013 |

- Provided technical support and training for over 65 Windows and iPad users.
- Administered Windows Server 2008, Exchange 2010, anti-virus, security, and backup systems.
- Developed organization-wide technology strategy to take advantage of new digital tools.

• **Volunteer Coordinator of Educational Technology** | Sector67 *Madison, WI* | 2012 |

- Organized and taught courses on technology topics, including Linux, Java, and Technology for Students.

• **Adjunct Instructor of Information Technology** | ITT Technical Institute *Madison, WI* | 2011 |

- Taught Introduction to the PC, Windows 7, and Linux System Administration.

• **Program Chair of Information Technology** | Globe University East *Madison, WI* | 2010–2011 |

- Provided programmatic support for students and faculty with training, advising, recruitment, and hiring.
- Developed and maintained facility and curriculum resources, including a Blackboard implementation.
- Organized and led community workshops.
- Taught a variety of IT courses, including Operating Systems, Microsoft Office, Keyboarding, and Introduction to Computer Literacy.

• **Database Design Volunteer** | Grassroots Leadership College *Madison, WI* | 2010–2012 |

- Re-designed FileMaker databases for conversion to CiviCRM; recovered data with Pentaho.
- Led a committee of IT volunteers in setting a new IT vision.
- Troubleshoot general office technology issues and provided various tech trainings.

- **Peace Corps Information and Communication Technology (ICT) Teacher Volunteer** | Peace Corps Ghana
 - Creatively used limited resources to teach hands-on skills and theory to over 850 high school students, 200 elementary students, and 220 adults. Class sizes ranged from 4 to 70 students.
 - Set up, administered and designed curriculum for one of the first networked dual boot Ubuntu Linux/Windows XP labs in Ghana.
 - Mentored 5 high-school and university teachers with lesson planning and instructional design.
 - Trained dozens of academic staff members in basic computer skills, hardware repair, software installations, and lab administration.
 - Coordinated and produced student cultural dance and HIV/AIDS educational video projects.
 - Helped organize the website, served as a group leader, and taught ICT at 3 annual week-long STARS (Students Taking Action Reaching For Success) high-school conferences.
 - Created, promoted and distributed the ICT Resource CD for ICT teachers and students, which contained a full range of culturally appropriate instructional materials including lesson plans, exams, textbooks, educational open source software, and classroom technology tips.
 - Coordinated the ICT Think-Tank: representing over 140 volunteers, this committee worked on dozens of cutting-edge technology projects, including designing and creating informational websites, writing educational computer lab manuals, and developing the Library Linux operating system.
 - Organized and led the ICT technical training for incoming volunteers at numerous workshops and conferences.
 - Organized and led four clubs (Staff Ubuntu Linux Club, Elective ICT Club, Websites and Internet Club, and the Middle School Girls Club) and coordinated projects with an HIV/AIDS club.
- **ESL Computer Tutor Volunteer** | Minnesota Literacy Council *Minneapolis, MN* | 2006–2007
 - Tutored ESL adults in basic computer skills.
- **Information Support Specialist** | McQuay International *Minneapolis, MN* | 2005–2006
 - Provided phone and email based training and troubleshooting for international sales reps and engineers.
 - Created a new documentation database with tutorial documents for three major systems.
- **Programmer, Web Developer and System Administrator** | Center for Demography in Health and Aging *Ma*
 - Developed CDHA's website using HTML, CSS, DreamWeaver and Photoshop.
 - Designed PHP forms with dynamically linked ASP and SQL databases.
 - Wrote extensive documentation for the IT systems and protocols.
 - Administered the OLDR (Off-line Longitudinal Data Repository) Red Hat Linux system.

Education

- - Undergraduate Thesis: Why Electron Spins Rule
 - Graduated with Honours and a XX.X% average
- - President of Students' Council and captain of the rugby team in senior year
 - Graduated with a XX.X% average

Skills

- Programming and Markup Languages
 - **Expert:** CSS, HTML
 - **Intermediate:** Java, \LaTeX , Python
- Software
 - **Expert:** MS Access, MS Excel, MS Word
 - **Intermediate:** Maple, MATLAB
- Other
 - People person, enjoys being challenged, hardworking, smells nice