

Sarah L. Lewis

Cell Phone: 636-359-3652 Email: sllewis0623@gmail.com

Highlights

Subject Matter Expertise & Training: Developed deep technical and functional knowledge of various platforms, acting as the subject matter expert (SME) for all products. Provided comprehensive onboarding support and training services to customers and internal team members, ensuring thorough understanding of product features and functionality.

Customer Development & Sales Support: Collaborated with Customer Development and Sales teams to design and deliver tailored training services for each customer. Conducted highly individualized demos of platforms during the sales cycle to prospective customers, aligning training approaches with institutional strategic goals and priorities.

Resource Development: Created and updated extensive documentation and resources, including user guides, feature overviews, and configuration options to support customer understanding and adoption of platforms.

Relationship Building: Identified, engaged, and nurtured relationships with institutional teams responsible for ongoing professional development and continuous learning within the campus community.

Evaluation & Improvement: Collaborated across the organization to assess the effectiveness of training services through various methods, gathering feedback to continuously improve learning initiatives and measure their impact on customer health.

Salesforce Management: Experienced with utilizing Salesforce to track student contacts, communication and developing dashboards.

Key Skills

Learning and Development
Training and User Education
Cross-Functional Relationship Building
Written and Verbal Communication
Organizational and Time Management
Problem Solving and Solution-Oriented Approach
Salesforce and Google Suite Proficiency
Higher Education Experience

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Professional Experience

Instructional Designer I

Missouri University of Science and Technology

December 2023 - Present

- Guided instructors in designing engaging and outcome-driven courses, contributing to improved learner satisfaction and program quality.
- Managed multiple projects focused on creating and redesigning non-credit online courses, leading to successful program launches.
- Provided ongoing support to instructors for technology and multimedia issues within the LMS, ensuring seamless online program delivery.
- Developed a comprehensive manual on content design for online courses, standardizing processes across departments.
- Collaborated with cross-functional teams to review courses for accessibility and quality, enhancing the overall learner experience.
- Experience maintaining documentation utilizing Google Suite.

Graduate Academic Advisor

Embry-Riddle Aeronautical University Worldwide

Advisor II:

July 2022 - December 2023

- Managed the onboarding and training of new advisors, ensuring a smooth transition into their roles and alignment with university standards.
- Provided guidance and support to a team of 8 advisors, leading to improved learner outcomes and satisfaction.
- Facilitated coverage and continuity during emergency closures, maintaining consistent support for students and staff.
- Implemented retention strategies and success plans, significantly reducing student drop-out rates.

Advisor I:

October 2020- July 2022

- Assisted graduate students with their acclimation to an online learning environment by providing support and guidance on getting familiar with Canvas.
- Able to work with students on solutions to their escalated issues prior to sending them up to leadership.
- Collaborate with college departments chairs to assist students with being successful in their courses.
- Implemented retention strategies such as success plans to help students with academic deficiencies.
- Liaison between students and campus departments including financial aid, registrar, and veterans' affairs.

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Undergraduate Academic Advisor:

Embry-Riddle Aeronautical University

Daytona Beach Residential Campus

August 2019 to October 2020

- Designed a course in Canvas to help support and deliver information for a college success course.
- Created training videos via Canvas Studio for a peer mentor program.
- Provide one-on-one academic advisement counseling with over 650 undergraduate students representing 10 academic programs through in-person and remote appointments.
- Manage and maintain 800 student's advisement files.
- Co-facilitated mass academic advisement for 199 students with an academic department each semester.
- Established and planned a college wide faculty mentor program.
- Departmental representative on campus-wide wellness committee.
- Liaised between students, faculty program coordinators, athletics, ROTC, and other student support services departments.

ERAU Worldwide

January 2015 to July 2019

- Review and interpret transfer credit to create the most direct path towards graduation for students.
- In consultation with the student, develop a personalized academic plan to assist them to graduation.
- Manage and maintain over 400 online student advisement files.

Student Service Coordinator I

WyoTech

December 2012 - January 2015

- Developed and delivered life skills courses, enhancing student preparedness for academic and professional success.
- Provided personalized guidance to students, helping them navigate academic challenges and personal matters.

Education

Master of Science in Learning Technology and Design

University of Missouri, Columbia, MO

Anticipated Graduation: May 2025

Master of Professional Counseling

Lindenwood University, St. Charles, MO

Bachelor of Science in Psychology

Northwest Missouri State University, Maryville, MO

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Professional Development

- KEEN Organization at Missouri S&T (2023 - Present): Lead Instructional Designer for Kern Entrepreneurial Engineering Network, developing engaging course content and student learning outcomes.
- Innovation in Teaching and Learning Conference Planning Committee (2024): Developed presentations on academic technology and moderated keynote speaker sessions.

Committee and Leadership Roles

- Staff Council Committee Chair (2018-2020): Led the organization and execution of staff engagement activities, fostering a positive work environment.
- At-Risk Committee (2016-2019): Played a key role in implementing check processes to support at-risk students, improving retention rates.

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Campus Solutions (SIS)
- Salesforce (CRM)
- Canvas (LMS)
- Adobe Creative Cloud (Photoshop, Audition, Illustrator, InDesign)
- Adobe Captivate