

ALYSSA COLLIER

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SUMMARY OF QUALIFICATIONS

- Higher education professional with an interest in utilizing technology to promote learning and student development
- Emphasis on customer service and relationship building while working with students, faculty, and staff
- Proven ability to quickly learn and utilize various technologies including Canvas, VoiceThread, SharePoint, Panopto, Qualtrics Survey Software, Banner CRM, Adobe Creative products, and the Microsoft Office Suite
- Strong communicator and public speaker, confident working with and presenting to diverse audiences
- Four years supervisory experience leading and training staff members and student workers
- Eight years event planning and logistics experience ranging from workshops to an international conference

HIGHER EDUCATION EXPERIENCE

Missouri Online

Instructional Technologist

June 2021 – Present

- Provide prompt, thorough customer service to faculty, staff, and students seeking technical support for programs such as Canvas, Zoom, Panopto, and VoiceThread
- Deliver training sessions for faculty on Canvas Assignments, Quizzes, and Grades and Using VoiceThread in Canvas
- Meet with faculty 1:1 to assist with larger technical needs and brainstorm efficient solutions
- Develop and edit help articles explaining step-by-step technical processes
- Support departments utilizing Canvas Assessments and Rubrics and pull reports as needed
- Assist with training and onboarding student workers and new team members

Zamierowski Institute for Experiential Learning (ZIEL), University of Kansas Medical Center

Communications and Project Coordinator

July 2018 – May 2021

- Planned and managed the Simulation Instructor Training program including marketing to faculty across campus, handling all workshop logistics and technology, and coordinating credits for continuing education
- Developed pre-learning materials and virtual session replacements in coordination with subject matter experts
- Collaborated with simulation educators to develop educational materials including posters, cognitive aids and videos
- Provided training and technological support for ZIEL team members and faculty partners
- Supported the executive director by scheduling meetings, planning agendas, taking notes, and coordinating technology including GoToMeeting, Zoom, Microsoft Teams, and classroom hardware
- Facilitated program evaluation by managing the participant post-event survey, generating reports through Qualtrics Survey Software, and distributing reports to stakeholders
- Maintained the ZIEL SharePoint sites including content updates, granting access to users, and troubleshooting
- Managed the ZIEL presence on kumc.edu, the university intranet, and social media
- Supervised up to three student workers including managing schedules, project work, and ongoing development

Career Services, University of Missouri-Kansas City

Manager of Internships and Employer Relations

March 2016 – July 2018

- Developed and taught the Career Development Institute including up to 10 in-person training sessions each semester and managed the asynchronous training through Blackboard
- Provided phone, email, and virtual assistance to students, staff, and employers using Roo Career Network
- Built and maintained relationships with departments across campus to develop specialized training presentations
- Created digital resources for students, staff, and employers including instructional videos, blog posts, and web content
- Collaborated with Marketing and Communications to update the physical Career Development Guide and coordinate online resources
- Provided individual career counseling appointments to review resumes, cover letters, and discuss career growth
- Prepared semester reports tracking student usage of the office, web traffic, and social media engagement
- Supervised student workers and assisted with the recruitment and onboarding of counseling graduate assistants

HIGHER EDUCATION EXPERIENCE, CONT.

School of Pharmacy, University of Missouri-Kansas City*Senior Student Recruitment Specialist*

May 2015 – March 2016

- Launched the Early Assurance program and online application process for high school seniors and exceeded application goals by 10% in the first year
- Designed and updated recruitment materials and communication plans for the department
- Provided excellent customer service to assist prospective students and to help meet the school's enrollment goals
- Thoroughly reviewed and processed Pharm.D applications, transcripts and supplemental materials through the online PharmCAS system and made recommendations to the School of Pharmacy admissions committee
- Coordinated recruitment activities with the Welcome Center, other academic units and community partners
- Assisted with planning and running special events including interview days, orientation and the White Coat ceremony

Office of Undergraduate Admissions, Wichita State University*Transfer Marketing Coordinator*

April 2014 – May 2015

- Built relationships with prospective students through email, phone and face-to-face interaction
- Managed a high call volume on the Automatic Call Distributor system, serving students, parents/guardians, and counselors in a quick, efficient manner while managing accounts within the Banner CRM system
- Administered the Ask a Recruiter email account and replied or redirected questions to the appropriate recruiter
- Developed a strategic marketing plan targeted at transfer students, adult learners and military
- Organized and managed personalized campus visits for transfer students and adult learners
- Planned two banquet recruitment programs with attendance of 200 students and guests
- Collaborated with the Student Ambassador Society to plan the Shocker Leadership Conference which brought more than 250 high school juniors and seniors to campus

EDUCATION

University of Missouri-Columbia*Educational Specialist, Learning Technologies and Design*

Expected: May 2024

University of Missouri-Kansas City*Master of Arts, Higher Education Administration*

GPA: 4.00

December 2018

Wichita State University*Bachelor of Arts in Communication, Emphasis in Integrated Marketing Communications*

December 2012

COMMITTEE INVOLVEMENT

Kansas City Regional Simulation Alliance*Steering Committee*

October 2018 – August 2019

- Planned and hosted the 2019 Spring meeting with the organization's largest attendance to date
- Worked with national simulation vendors to coordinate sponsorships and the vendor hall for the spring meeting

Division of Student Affairs and Enrollment Management, UMKC*Centered on Success Committee*

August 2016 – June 2017

- Coordinated engaging professional development activities during the academic year in collaboration with other student affairs professionals
- Planned and led a speed networking event for staff across the division

PROFESSIONAL DEVELOPMENT

Jayhawk Way, KUMC

September 2019 – November 2019

Rethink ED, Kauffman Foundation

April 2018

Supervisory Development Training, UMKC

January 2017 – November 2017

RESPOND: Partnering for Campus Mental Health, UMKC

July 2016

Safe Zone LGBTQA Training, Wichita State University

April 2015