929-373-6733

prometida@hushmail.com

Cheryl ashman

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| **Professional** **Experience** |  | Dedicated and resourceful educator in training and development, virtual and brick and mortar classroom environments, data collection and analysis and efficacy in educational environments. Instrumental in streamlining and improving processes, enhancing productivity and implementing solutions. Skilled in collaborating to establish and achieve objectives. |
| **Skills & Abilities** |  | |  |  | | --- | --- | | * Customer Service | * **Collaboration** | | * Research and Analysis | * **Assessment Administration** | | * Instructional Design | * **High Level Support Proficiency** | | * Education Expertise and Enhancement | * **Presentation Development** | |
| **Experience** |  | **Interim teacher, Explore network**  08/2016 to 10/2016  Designed lessons consistent with network model for 5th grade math, small groups and homeroom.  Identified need for and suggested implementation of diagnostic assessments to better support student learning.  **Instructional designer, independent contractor**  01/2015 to Current  Design of online training program to be used during video training conferences.  Support virtual classroom environment, resolving technical issues and attend to usage inquiries.  Research, streamline and implement appropriate Learning Management System.  **School Support Help Desk Specialist, connections education**  12/2012 to 03/2015  Improved call center functionality and service capacity by resolving customer complaints efficiently and effectively.  Identified and solved technical and customer service issues with a variety of diagnostic tools.  Demonstrated professionalism and courtesy with customers at all times.  Conducted research to address customer concerns.  Provided base level IT support for Learning Management System, Microsoft and Adobe products.  Followed up with clients to ensure optimal customer satisfaction. Designed training module and Salesforce call flow to aid in efficiency and accuracy of call resolution.  **mom-force representative, care.com**  12/2010 to 02/2012  Monitored site resulting in identification and resolution of website issues.  Improved customer experience through quality assurance.  **teacher/data specialist, department of education**  07/2007 to 09/2010  Developed and implemented engaging lessons and interventions for reading and math in English and Spanish for grades 2-8.  Improved student performance by conducting needs analysis, analyzed data for trends and made recommendations to establish yearly targets.  Promoted progression toward content mastery and fostered learner ownership through a variety of assessment techniques, collaborative goal setting and diverse learning platforms.  Designed presentations and professional development sessions that facilitated method buy-in.  Streamlined instruction to establish a data driven environment that facilitated goal monitoring and attainment.  **assessment coordinator and administrator, westat**  01/2006 to 07/2007  Oversaw assessment administration and collection of testing and demographic data.  Performed quality control reviews of assessment data to insure compliance with rules and regulations as well as consistency in data and collection methods.  **director/student advocate, kaplan**  02/2005 to 11/2006  Advised, educated and mentored associates as well as existing and incoming student families. |
| **Education** |  | **Masters of Science: Education, Brooklyn College, Brooklyn, NY**  **Bachelor of Arts: Psychology and Religious Studies, Franklin and Marshall College, Lancaster, PA**  **Certificate in Introduction to Instructional Systems Design** |