Rio Sloan

220 SE Sumpter Dr., Lee's Summit, MO 64063
riopsloan@gmail.com ● (816) 679-3418
www.linkedin.com/in/rpsloan

SUMMARY

Instructional technology support and administration specialist experienced with providing technical assistance and support to faculty and students on technology tools, as well as managing a number of learning applications and platforms.

Bachelor of Arts in Mass Communication, University of Perpetual Help System Dalta, Las Pinas City, Metro Manila, Philippines

Graduate Certificate in Distance Education, University of the Philippines Open University, Los Banos, Laguna, Philippines

EXPERIENCE

Application Administrator - Specialist   October 2021 - Present
University of Missouri System / Missouri Online
- Function as the main contact and primary admin for Canvas Catalog and manage incoming requests for Catalog instances, troubleshooting, and escalation
- Function as a Canvas administrator and assist with LTI requests, elevated privileges, user access, troubleshooting, and escalation to vendor
- Assist with new product and technology implementation and testing
- Collaborate with tier 1 support on Canvas and other technology issues reported by users

Instructional Technologist   January 2020 – September, 2021
University of Missouri System / Missouri Online
- Provide tier 1 support to our users (faculty, staff, students) via helpdesk phone, chat, and email ticketing system on available educational technologies such as Canvas, Panopto, Zoom, etc.
- Provide Panopto basic and advanced training for faculty users
- Assist with the integration of Panopto to the unified Canvas system of the UM System campuses
- Work with system administrators on escalation of issues to vendors

Multimedia/Online Course Developer
Kansas City Kansas Community College
Online Education Services department: October 2015 – December 2019
- Develop and maintain eLearning presentations for Title IX and FERPA compliance training for staff and students
- Creation of Echo360 Support course shell for the faculty participating in the Echo360 pilot test
- Design and update training materials (print and audio-visual presentations) for ONED courses
- Provide faculty training on open educational resources and using Zoom
- Assist faculty and students with issues on Blackboard and other educational technology tools
- Produce instructional videos with closed captioning for faculty
- Create and manage the KCKCC OES WordPress blog

T4E Grant department: May 2014 – September 2015
- Create online courses and learning materials hosted on iTunes U, YouTube, CourseSites, and SkillsCommons
- Video production, graphic design, online and print production of marketing and recruitment materials
- Produce instructional videos and multimedia for faculty under the T4E grant