

• MEGAN SMITH •

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Professional offering a solid combination of data analysis and learning development experience. Proven skills in improving culture and creating environments that allow clients to meet all KPIs, milestones, and easily apply data-driven solutions for over 15 years.

Outstanding communication and success in fast-paced environments with a reputation for forming a rapport with diverse, multicultural individuals at all levels. Demonstrated commitment to maximizing technology and developing powerful solutions for over 120 clients in one year. Knowledgeable and experienced in:

- ♦ Calm Under Tense Situations
- ♦ Communication & Transparency
- ♦ Content Development
- ♦ Cooperative Problem Resolver
- ♦ Course Material Development
- ♦ Data-Driven Instruction
- ♦ Establishes Workplace Relationships
- ♦ Leadership & Management
- ♦ Manage Company Priorities & Goals
- ♦ Multitasking & Organization
- ♦ Objective & Goal Thinker
- ♦ Performance Analysis
- ♦ Policy & Guideline Development
- ♦ Staff Motivator
- ♦ Team & Staff Collaboration

WORK EXPERIENCE

ADJUNCT PROFESSOR | EDUCATOR

- Rochester Community Schools* 2010 – Present
Rochester University 2012, 2017
- ♦ Directed and identified data-based best practices, refined evaluation systems, designed rubrics and assessments, and constructed 7+ courses with built-in milestones for feedback, remediation, and communication points for stakeholders.
 - ♦ Authored 200+ enrichment activities tailored to a wide range of learning styles, built-in feedback prompts, and re-structured curriculum, which boosted the participation of underperforming students by 25%.
 - ♦ Analyzed survey results from 1000+ participants to determine core competencies, standards and objectives, and theories that needed remediation to better inform future lesson and course needs.
 - ♦ Analyzed qualitative and quantitative student scores, reported actionable and valuable insight to administration, and upgraded the quality of 200+ instructional materials for cross-functional teams and faculty.
 - ♦ Documented upfront and ongoing needs assessments for over 80+ targeted learners, including gap analysis, research, and evaluation to ensure 5+ courses matched with curricula and identify opportunities for improvement.
 - ♦ Enhanced learning by defining and articulating learning outcomes, course goals, and test scores and analyzing performance metrics and measurements of over 1,400+ students.
 - ♦ Conducted a comprehensive analysis of 500+ student feedback surveys, scores, and assignments, resulting in significant curriculum adjustments that resulted in an increase in student satisfaction ratings.
 - ♦ Implemented an analytics platform to monitor and track the academic progression of 1000+ students, leading to an improvement in overall student performance, behavior, and overall satisfaction.
 - ♦ Constructed inclusive classroom practices, initiated relationship building, and cultivated relationships with students, stakeholders, and faculty to manufacture a social-emotional learning curriculum for 170+ students.
 - ♦ Fostered a culture of collaboration among 10+ educators, resulting in the sharing of resources, strategies, and experiences that upgraded teaching effectiveness and student outcomes.
 - ♦ Guided 20+ students through individualized behavioral intervention plans, leading to enhanced emotional and a 30% increase in positive classroom behavior.
 - ♦ Coordinated and facilitated training for educational technology applications, eLearning strategies, virtual meeting activities, and best practices for online assessments for over 3+ educators.

OFFICE ASSISTANT

- ABM Building Solutions* 2003 – 2010
- ♦ Improved file accessibility and created, edited, and maintained over 1,000 critical business reports, presentations, and documents annually, enhancing operational efficiency and streamlining the document management system.
 - ♦ Operated and led over 500+ client accounts, addressing inquiries, providing top-tier service, and communicating transparently with stakeholders to boost client satisfaction ratings and client retention.
 - ♦ Maintained strict confidentiality for all clients, managing sensitive data for over 500 clients, ensuring full compliance with data protection laws, and implementing robust data management systems, resulting in a 100% record of data security.
 - ♦ Improved the company and client relationships by creating quality relationships, sharing exceptional product knowledge, articulating schedules and timetables, and maintaining proper brand loyalty for over 25+ customers weekly.
 - ♦ Managed exceptional communication with brand continuity via email, phone calls, surveys, and in-person interactions with over 25+ clients weekly, with 94% of clients giving a positive review of the support.

EDUCATION

Master of Science in Industrial Applied Mathematics

Oakland University

Bachelor of Science in Secondary Education

Rochester University