

Sarah Michaels

Harrisonville, MO

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PROFESSIONAL SUMMARY

Motivated professional that is highly attentive to detail oriented tasks. Exceptional ability to troubleshoot, multi-task and effectively communicate project status and deadlines. Extensive experience with Canvas LMS, Genius SIS, SmartSheets, Blackboard LMS, Coursera, Account Management, Customer Service, Project Management, HTML, H5P, YouTube Creator Studio, Adobe, and Respondus. Seeking opportunities to grow experience and utilize skills.

WORK EXPERIENCE

iDesign, Dallas, TX – *Learning Technology Coordinator*

JANUARY 2018 - PRESENT

- Administrate and provide technology support as needed
- Train and oversee team of Instructional Technologists
- Review work done by team for accuracy
- Effectively communicate project status with Project Managers
- Present development achievements at team meetings
- Content Development
- ADA Accessibility compliance verification and updates

University of Missouri, Columbia, MO - *Instructional Developer, Level IV*

SEPTEMBER 2019 - PRESENT

- Online Course Development
- Exam imports
- Course QA
- Enrollment Management (Initiating, dropping, and completions)
- User Management (Students, Guardians, Teachers, Coordinators)
- Maintaining user profiles and updating as needed
- Updating SIS email templates with HTML
- Creating H5P elements
- Assisting other departments as needed
- ADA Accessibility compliance verification
- Serve on Accreditation Committee
- Create HTML templates
- Facilitating video editing
- Generating cross departmental reporting
- Facilitating and presenting options for learner engagement

University of Missouri, Columbia, MO - *Office Support Assistant, Level III*

MARCH 2017 - SEPTEMBER 2019 (Part Time Remote Employee)

- Development of Online Courses
- Provided Technical Support for admin, instructors, and IT team
- Enrollment Management (Initiating, dropping, and completions)
- Management of Users (Students, Guardians, Teachers, Coordinators)
- Facilitated Data Entry and verification/validation for accuracy
- Maintained user profiles and updating as needed

University of Missouri, Columbia, MO - *Office Support Assistant, Level II*

APRIL 2014 - MARCH 2017 (Part Time Remote Employee)

- Responsible for exam imports
- Conducted daily verification and reporting of student ready status for exams
- Provided administrative and technology support as needed
- Managed enrollments (Initiating, dropping, and completions)
- Management of Users (Students, Guardians, Teachers, Coordinators)
- Facilitated Data Entry

Metro Industries, Grandview, MO - *Office Manager/Sales*

JUNE 2004 - DECEMBER 2021

- Account Management for top 50 customers - \$3.5M in annual sales
- Ensured custom shipping requirements are met
- Office coordination and organization
- Evaluated and adhered to customer quality requirements
- Evaluated shelf life of raw materials
- Created and maintained finished good stock levels
- Managed customer blanket orders
- Custom product design and sales
- Price reviews on existing products
- Online customer portal management
- Shipping service management and training
- Vendor management and coordination
- Inventory management and Process Control
- Internal Auditor for ISO Compliance
- Accounts Payable, including Invoice creation and reconciliation
- Processed shipment transactions
- Maintained physical files to meet 11-year Aerospace retention requirements
- Closed out each month and generated reports for every department
- Closed out the fiscal year annually and generated reports for upper management
- Maintained and facilitated annual employee reviews
- Administered applications and math tests to new applicants/hires
- Customer complaint resolution
- Processed new credit applications and performed credit checks

VOLUNTEER EXPERIENCE

Girl Scouts of USA— *Leader*

- Plan and organize meetings, achievements, and events with co-leader
- Maintain positive communication and structure with twelve 2nd Graders

EDUCATION

Metropolitan Community College, Kansas City, MO - *Associates in Arts Degree*

MAY 2013