Tricia K. Ryan

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GitHub Portfolio

Professional Experience

U.S. Department of Agriculture (USDA) National Organic Program (NOP)
Program Policy Analyst (December 2021-Present)

- **Direct the creation and delivery of comprehensive training programs** spanning beginner to advanced levels. These programs feature expert-led insights, practical tools, and diverse learning formats—including tutorials, real-world applications, and interactive sessions—to effectively support learners across various industries.
- **Manage a high-traffic learning center** with 15,000+ users.
- **Use Power BI for data** management and report creation.
- **Leverage SharePoint** for document management and version control.
- Develop and customize **SharePoint Lists and Integrate with Teams and PowerApps**.
- **Build engaging SharePoint communication sites** and integrate Viva Connections.
- **Lead site governance efforts** across Teams, SharePoint, and OneDrive.
- Expertly **manage data collection and build interactive visualizations** using Power BI.
- Develop interactive media and **integrate HTML into web platforms**.

AP Ventures LLC (APV)
Program Manager (September 2018-December 2021)

- Led efforts to achieve CMMI level 3 appraisal.
- Managed teams for process improvements and compliance with CMMI practices.
- Worked with senior leadership on strategic planning and process maturity objectives.

Laureate Education, Inc.
Director, Academic Accreditation and Compliance
Senior Instructional Designer, Technical Writer, Course Developer, IT/Engineering (January 2008-September 2018)

- Led accreditation initiatives and maintained high-quality standards.
- Managed evaluation process for board members and created data visualizations.
- Developed user-friendly websites and managed site functionality.
- Co-developed and designed curriculum for multiple IT academic programs.
- Converted instructional content into HTML and uploaded to LMS.
- Led workplace training programs for instructional design team.
- Recruited and supervised technical beta testers.

Towson University, College of Education
Instructor, Undergraduate and Graduate Level Teaching (January 1998-January 2008)

- Developed and taught courses in Educational Technology.
- Designed innovative curricula and learning materials.

- Utilized diverse instructional strategies and technology tools.
- Collaborated on grant proposals and served on editorial review board.

Technical Expertise

- **Microsoft Office 365 Power User:** Integrated Apps, SharePoint, Teams, PowerApps, Power BI, Designer, Copilot
- **Leader and Participant:** Microsoft 365, Data & Power Platform Conference, and Workshops
- **Front-end Developer:** Visual Studio Code Advanced Skill Level
- **Content Creator**: Articulate360 (Storyline, Rise, Review), Adobe Creative Cloud Tools, and other authoring tools.
- **Proficient Content Developer:** Authored and published 40 comprehensive courses and 32 microlearning modules, each educational material meticulously aligned with federal standards.
- **Technical Designer:** Proficient in leveraging AI technologies to conceptualize, edit, and develop designs from the ground up.

Skills and Qualifications

- 5 years in **training, education, development, design, training technology**
- Solid knowledge of **course development software and authoring tools**
- Experience preparing and fully managing courses for **e-Learning in a Learning Management System**

Education

- Master of Science in Instructional Technology, Towson University
- Bachelor of Science in Education, Towson University

Awards

- USDA Under Secretary's Award: Organic Rulemaking 2023
- USDA Under Secretary's Award: In Service to American Agriculture 2023
- USDA Agricultural Marketing Service Administrator's Award 2023
- USDA National Organic Program: Employee of the Quarter 2022
- Laureate Education, Award of Excellence
- Towson University, College of Education: Excellence in Teacher Education Professional Award
- Towson's Elite "Towson's Best Professors," Towson University Academic Affairs