

Tricia K. Ryan

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GitHub Portfolio: <https://triciakryan.github.io/portfolio/HTML/pages/Introduction.html>

I am a results-driven leader with expertise in academic program management, instructional design, compliance, and technology integration. I have successfully directed large-scale program migrations, accreditation initiatives, and cross-functional teams, delivering measurable improvements in quality, efficiency, and user experience. My approach balances innovation with regulatory and organizational standards, ensuring both compliance and forward momentum. I thrive in collaborative environments, guiding teams and stakeholders toward shared goals while fostering continuous improvement and learning.

Professional Experience

U.S. Department of Agriculture (USDA) National Organic Program (NOP)

Program Policy Analyst (December 2021-Present)

- **Learning System Management and Regulatory Compliance:** Directed a high-volume LMS supporting 15,000+ learners, overseeing strategy, vendor contracts, system configuration, and integrations with SIS, SSO, and reporting tools to ensure stability, compliance, and user satisfaction. Led governance and cross-functional teams—from instructional designers to IT and vendors—through planning, deployment, testing, and ongoing updates. Ensured accessibility compliance with standards, including audits and accommodations for multimedia content. Built and maintained compliance dashboards tracking completions, audits, certificates, and regulatory requirements. Drove continuous improvement through analytics—enhancing course design, mobile access, workflows, and automation—while managing budgets, vendor risk, and governance documentation. Delivered training, communications, and change management to support onboarding, adoption of best practices, and a culture of learning across stakeholders.
- **Instructional Design and Media Development:** Led end-to-end program, course, and microlearning development and media production (planning, content development, filming, editing, animation, and interactivity) and developed engaging multimedia for web platforms. Integrated HTML content seamlessly while ensuring accessibility, regulatory compliance, and alignment with federal standards. Applied web design best practices to deliver user-friendly, accessible, and optimized learning experiences across platforms.
- **Business Intelligence:** Use Power BI to manage and interpret large data sets. Create and publish reports and dashboard. Connect to Microsoft 365 data sources (e.g., SharePoint Lists, Excel, Dataverse) to create data dashboards. Apply a data refresh process – on new data – by using existing reports.
- **Content Management:** Leverage SharePoint for document libraries and metadata. Manage version control and document lifecycle. Integrate with Apps with Teams.
- **Development:** User Power Automate for notifications and approvals. Create and customize SharePoint Lists, Integrate Lists with Teams and PowerApps. Use Visual Studio Code as needed.
- **Intranet and Portals:** Build engaging SharePoint communication sites, with best practices in and hub sites. Integrate Viva Connections for employee engagement. Create and customize SharePoint Lists.
- **Site Governance Leadership:** Lead site governance efforts, ensuring the effective management of content, roles and permissions across Teams, SharePoint and OneDrive, and compliance with organizational policies and standards. Collaborate with cross-functional teams to define site protocols, improve user experience, and ensure consistent alignment with regulatory requirements and program goals.
- **Data Collection and Interactive Visualization:** Expert in collecting and analyzing large data sets to extract actionable insights. Skilled in developing interactive data visualizations using advanced tools (e.g., Power BI) to present complex information in clear, user-friendly formats. Strong ability to interpret data trends, identify key metrics, and deliver data-driven recommendations to inform strategic decision-making.

AP Ventures LLC (APV)

Program Manager (September 2018-December 2021)

- **Leadership:** Led the development and management of a robust online learning center, expanding its reach to over 15,000 users.
- **Team Management:** Managed a diverse team comprising media developers, system administrators, and subject matter experts (SMEs).
- **Compliance:** Ensured the platform's compliance with federal regulations, maintaining adherence to necessary standards.
- **User Engagement:** Optimized user engagement, enhancing the overall user experience and interaction with the platform.
- **Continuous Improvement:** Championed a culture of continuous learning, fostering an environment that encourages ongoing education and improvement.
- **Innovation:** Balanced innovation with a deep understanding of regulatory and operational requirements, integrating new ideas while maintaining compliance and efficiency.
- **Project Management:** Successfully led efforts to achieve CMMI level 3 appraisal, ensuring compliance with rigorous quality standards and significantly improving organizational process maturity.
- **Process Improvement:** Managed teams, driving process improvements, and ensuring alignment with CMMI practices across cross-functional departments. Coordinated the development and implementation process of documentation, assessments, and audits, resulting in a seamless appraisal process.
- **Strategic Planning:** Worked closely with senior leadership to define strategic goals, aligning process maturity objectives with business needs, and delivering measurable improvements in performance and project outcomes.

Laureate Education, Inc. (January 2008-September 2018)

Director, Academic Accreditation and Compliance

Senior Instructional Designer, Technical Writer, Course Developer, IT/Engineering

- **Managed the migration of the three fully online programs** — Bachelor of Science in Information Technology (BSIT), Bachelor of Science in Computer Information Systems (BSCIS), and Master of Science in Information Technology (MSIT). The migration involved transitioning educational content—from a content delivery network (CDN) where media files like videos were hosted separately—to a learning management system (LMS) where all curriculum, multimedia, and assessments are centrally managed and delivered within a single platform. In other words, instead of streaming or storing course materials via a CDN, the content was imported directly into the LMS environment for distribution and tracking through its learning tools and reporting features. Led the migration from start to finish—defining clear objectives and scope, developing detailed plans with timelines, budgets, and milestones, and assembling a cross-functional team involving IT, and instructional designers. Audited all content—curriculum, media, and assessments—evaluating currency, redundancy, and format compatibility, and decided what to archive or discard. Coordinated technical migration, configurations, and system integrations, ensuring data integrity and liaising with internal IT and vendor teams. Supervised rigorous testing and QA—unit testing, pilot and user acceptance testing—to catch and resolve issues before rollout. Implemented a change-management and communication strategy: keeping stakeholders informed, gathering feedback, and driving adoption through training resources and support materials. Post-migration, monitored key metrics, managed support, addressed issues promptly, and planned for continuous improvements and future enhancements.
- **Accreditation Leadership and Quality Assurance:** Led accreditation initiatives to achieve and maintain high-quality standards for academic programs, ensuring compliance with accreditation bodies and enhancing institutional credibility. Collaborated with faculty and administrators to develop and implement strategic plans, continuously improving programs outcomes and aligning with industry and academic standards to sustain accreditation status.
- **Board of Directors Evaluation and Data Analysis:** Managed the comprehensive evaluation process

for eighty board members across seven institutions, ensuring accurate data collection and analysis. Synthesized evaluation results created clear and insightful data visualizations and authored detailed reports to inform strategic decision-making. Effectively disseminated findings to boards of directors, facilitating enhanced governance and performance improvements.

- **Front-End Web Developer and Site Administrator:** Front-end web developer with advanced expertise in developing user-friendly websites, including full administrative oversight of board of directors' sites and 100+ additional sites. Responsible for managing site functionality, ensuring optimal performance, and implementing updates to enhance user experience. Collaborated with stakeholders to meet their needs while overseeing security, content management, and site analytics.
- **Academic Program Development:** Co-developed and designed curriculum for multiple academic programs, including Bachelor of Science in Computer Information Systems, Master of Science in Information Systems Management, and Bachelor of Science in Information Technology. Collaborated with faculty and industry experts to create relevant, up-to-date programs that align with industry standards, preparing students for successful careers in technology and information systems management.
Courses included: Software Frameworks, Information Assurance and Risk Management, Data Modeling and Database Design, Object-Oriented Programming
- **Content Conversion and LMS Integration:** Converted instructional content into HTML format and seamlessly uploaded it to Learning Management System (LMS). Ensured proper formatting, functionality, and compatibility with the LMS platform, while maintaining content integrity and optimizing the user experience across devices.
- **Leadership in Workplace Training:** Spearheaded comprehensive workplace training programs for the instructional design team, fostering skill development in eLearning design, content development, and instructional strategies. Guided team members in adopting best practices, improving productivity, and enhancing course design quality. Played a key role in creating a collaborative learning environment that contributed to increased team efficiency and the successful completion of projects.
- **Beta Testing Leadership and Recruitment:** Successfully recruited and supervised a team of technical beta testers, ensuring thorough testing of raw products and features. Managed the testing process, provided guidance on testing protocols, and collected detailed feedback to inform product improvements. Collaborated with cross-functional teams to address issues, optimize performance, and ensure high-quality product releases.

Towson University, College of Education

Instructor, Undergraduate and graduate level teaching (1/1998-1/2008)

- **Course Development and Teaching:** Developed and taught comprehensive undergraduate and graduate-level courses in Educational Technology, covering a wide range of topics including distance education theory and practice, media design and production, and integrated technology into STEM programs.
- **Innovation:** Designed innovative curricula and learning materials, ensuring alignment with current industry trends and educational best practices. Delivered engaging lectures and firsthand workshops, fostering student engagement and deep understanding of technology integration in educational settings.
- **Cutting-Edge Technologies:** Utilized diverse instructional strategies and innovative technology tools to enhance learning outcomes and promote student success in both traditional and online formats. Collaborated with academic departments to continuously refine course offerings, ensuring relevance and rigor in all course content.
- **Grant Writing Team Member:** Collaborated with a cross-functional team to research, draft, and submit successful grant proposals, securing funding for key projects and initiatives.
- **Editorial Review Board Member:** Served as an active member of the editorial review board, evaluating and providing constructive feedback on submitted manuscripts to ensure quality, clarity, and academic rigor.

Comprehensive Technical Expertise and Advanced Proficiency Across Tools and Platforms

- **Microsoft 365 Professional Development Leadership:** Lead professional development sessions on advanced data analytics tools, including Power BI, empowering teams to enhance their data analysis capabilities. Designed and delivered engaging training programs that facilitated the adoption of advanced analytics techniques (e.g., interactive dashboard visualizations, charts, and reports), enabling participants to create actionable insights and drive data informed decision-making within the program. Demonstrate the use of Loop for use cases for brainstorming, co-authoring, and task tracking. Model the advanced features of Microsoft Teams such as breakout rooms, meeting apps, online seminar setup, channel and team governance, and integration with other M365 tools (Planner, Lists, Loop, Whiteboard).
- **Front-end Developer | HTML, CSS, SCORM, JavaScript:** Proficient in developing responsive, user-friendly web interfaces using HTML, CSS, and JavaScript, with firsthand experience in integrating SCORM for eLearning applications. Skilled in creating visually appealing, cross-browser compatible, and accessible websites, while ensuring seamless user experience and performance optimization.
- **Microsoft 365 Power User:** Proficient Microsoft 365 user whose skills and expertise are more advanced than most other users and assigned additional administrative rights and responsibilities for the organization's systems.
- **Visual Studio Code:** Experienced in using Visual Studio Code as a primary integrated development environment (IDE) for writing, debugging, and testing code. I am skilled in utilizing extensions, version control integration, and customizing settings to streamline development workflows and optimize productivity across various programming languages and frameworks.
- **Articulate360 | Storyline, Rise, Review:** Skilled in designing and developing interactive, engaging eLearning modules using Articulate Storyline. Proficient in creating responsive, multimedia-rich courses with custom navigation, assessments, and branching scenarios to enhance learner engagement and retention. Experienced in integrating SCORM and other LMS compatibility features for seamless deployment.
- **Learning Management System Administration:** Experienced in managing and administering Learning management Systems (LMS), including user setup, course creation, and system optimization to enhance learning and development programs. I am skilled in configuring and troubleshooting LMS platforms, ensuring smooth course deployment, tracking learner progress, and providing technical support to users. Proven ability to analyze usage data to improve system performance and enhance the learner experience.
- **Adobe InDesign:** Proficient in using Adobe InDesign to design and layout visually compelling print and digital publications, including brochures and marketing materials. Skilled in creating polished, professional designs, with attention to typography, color theory, and layout consistency.
- **Adobe Photoshop:** Advanced skills in Adobe Photoshop for photo editing, image manipulation, and graphic design. Experienced in creating high-quality visuals, enhancing images, and designing assets for both digital and print media with a focus on creativity and precision.
- **Adobe Premiere Pro:** Skilled in using Adobe Premiere pro for professional video editing, including cutting, color correction, audio mixing, and motion graphics integration. Experienced in producing high-quality video content for a variety of platforms, ensuring seamless transitions, optimal pacing, and engaging visuals to meet project goals and specifications.
- **Microsoft Office 365 Integrated Apps:** SharePoint, Teams, PowerApps, Power BI: Proficient in leveraging Microsoft 365 integrated applications including SharePoint, Teams, Power BI, and PowerApps to enhance collaboration, streamline workflows, and drive data-driven decision-making. Experienced in designing and deploying custom SharePoint sites, facilitating real-time communication with Teams, creating interactive reports and dashboards with Power BI, and automating business processes using PowerApps.
- **Excellent Writing Skills:** Advanced proficiency in clear, concise, and persuasive writing across a variety of mediums, with a strong focus on tailoring content to target audiences, optimizing readability, and ensuring clarity.
- **Technical Acumen:** Comprehensive understanding of complex technical concepts and systems, with the

ability to analyze, troubleshoot, and communicate technical information effectively to both technical and non-technical stakeholders

Education

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

Personal Note

Outside of work, I bring an actively relaxed and naturally connected energy to everything I do. I challenge myself physically and mentally—I can hike to the top of Camelback Mountain in under 45 minutes, run five times a week, swim three times a week, and enjoy the strategy and focus of golf. These activities keep me balanced, motivated, and resilient, qualities I carry into my professional life as well.

Awards

- USDA, Marketing and Regulatory Programs, Under Secretary's Award: Organic Rulemaking 2023
- USDA, Marketing and Regulatory Programs, 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