13331 Cathy Lane Plainfield, IL 60585

L 60585 <u>aflennoy@hotmail.com</u>

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IT Educator/Instructor with over seven years experience in adult education, assessment design, assessment administration, instructional design, and information technology. Received excellent ratings from my learners that pertain to course knowledge, knowledge obtained, effective instruction, and preparedness. I have taught in both synchronous and asynchronous environments utilizing various learning management systems. My ideology is to accommodate the learner with various instructional strategies appealing to diverse learning styles in an effort to provide an unsurpassed learning experience. Proven experience in:

- SAP
- Microsoft Office Products
- Instructional Design
- Assessment Development and Strategic Planning
- Analytical Research
- RISC, AS400, Deliveries Systems
- Software/Hardware Installation
- Imaging & Cabling

- Microsoft Windows
- Intra.Doc
- Internet/Intranet solutions

Cell: 630.220.0627

- Network Management
- Unix Backup Processes
- Remedy
- McAfee
- SQL

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#### **BUSINESS EXPERIENCE**

March 2008 –Present

#### Midstate College, Peoria, IL

#### Instructor

- Provide eLearning and face-to-face instruction for:
  - Desktop Publishing
  - Computer Hardware and Operating Systems
  - Desktop troubleshooting
  - Microsoft Office 2010 (Word, Excel, PowerPoint, Access, and Publisher)
  - o Windows 7
  - o Action Project/Research Groups (Assessment & AQUIP)

February 2006 –September 2011

#### Wabaunsee Community College, Aurora, IL

## Adjunct Instructor

- Provided training (Basic Advanced) in:
  - o Microsoft Office 2010(Word, Excel, PowerPoint, and Access)
  - Windows Operating System
  - o Digital Camera Basics

#### February 2000 – May 2005

#### Cargill Investor Services, Chicago, IL

## I/T Customer Solutions Analyst

- Project coordination and implementation
- Development of customer data files using Risc/AS400 & Oracle
- Provide custom solutions via various front-end trading applications and telecommunications
- Support data delivery systems/Schedulers
- Internal/External training

# I/T Technical Analyst, Chicago,IL

- Project coordination and implementation
- Developed preventive processes
- Researched I/T products
- Managed desktop support for disaster recovery location

#### I/T Business Associate, Blair, NE

- Project coordination and implementation
- Installed software/hardware
- Trained team members/users

#### July 1998 - February 2000

## Cellular One, Schaumburg, IL

#### Help Desk Representative, Team Lead

- Troubleshot in a Windows NT environment
- Installed software/hardware
- Trained and coordinated instructional seminars

#### **EDUCATION**

March 2013

# Doctor of Education in Educational Leadership Specializing in Educational

Technology, Pursuing

University of Phoenix Online, Phoenix, AZ

February 2011

## Master of Arts in Adult Education and Training

University of Phoenix Online, Phoenix, AZ

May 2000

## **Bachelor of Science in Computer Information Systems**

DeVry Institute of Technology, Chicago, IL

## CERTIFICATES OF COMPLETION

- SAP Basics and Navigation
- SAP General Reporting
- SAP Order to Cash
- Administering Windows
- Windows Troubleshooting
- CCNA Boot Camp
- RISC Administration