

AMBER BATTEN

1236 Shining Water Lane, Creedmoor, NC 27522

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EDUCATIONAL TECHNOLOGY PROFESSIONAL

Effectively Integrating Technology with Education

PROFILE

An energetic team player, trainer, mentor, and motivator who thrives in environments requiring a people person and a big picture thinker. Technically savvy and a quick study in emerging technology, able to quickly assess and utilize the appropriate response to meet the specific needs of the requirements at hand. Experience collaborating with multiple departments and schools. Versatile IT consultant, with a record of success in implementations on cross-platform systems in local, remote, and virtual environments. Extremely detail oriented.

CORE COMPETENCIES

eLearning • Learning Management Systems • Adobe Captivate • Adobe Connect • Virtual Collaboration Software • G Suite for Education • Windows, Macintosh, Linux Support • Technical Documentation Project Management • Application Administration & Security • Microsoft Office • Technology Training

EDUCATION

East Carolina University Greenville, NC
Master of Science in Instructional Technology 2016
Graduate Certificate in Distance Education and Administration
GPA: 4.0

East Carolina University Greenville, NC
Bachelor of Science in Business Education / Information Technology 2014
GPA: 3.67

PROFESSIONAL EXPERIENCE

North Carolina Virtual Public School Raleigh, NC 2016 – Present
Technology Support Analyst Advanced

Work in a virtual environment to provide academic information technology support for stakeholders in various locations throughout the state of North Carolina, and nationally, using various operating systems. Provide assistance with technical issues in various systems such as the student information system, Instructure Canvas Learning Management System, various video editing software, content publishing software, collaboration software, Google G Suite for Education and others. Create and implement processes to copy courses in bulk in order to cut down on resource commitments, errors, and unproductive work flows. Utilize the Instructure Canvas LMS API to automate and streamline semester start-up processes for better efficiency across departments and processes. Responsible for optimizing LMS application performance. Document the operation and support processes and procedures related to the LMS application and environment. Investigate and resolve LMS application and system errors. Support use, knowledge and troubleshooting of various tools and LTIs used within the NCVPS Canvas LMS. Windows and Linux server administration and management. Communicate with stakeholders to understand their requirements. Integrate multiple systems and reconcile needs of different teams. Plan, oversee, and participate in projects as assigned. Keep abreast of technology trends and developments. Process and workflow improvement and documentation. Provide strategic advice on using technology to achieve goals. Train users in new and existing IT systems and the importance of data privacy.

Wake Forest University School of Business Winston-Salem, NC 2004 - 2011
Computer Support Consultant

Provided computer hardware and software integration, support, and troubleshooting for multi-campus university. Oversaw computer and audio/visual resource inventories, ensuring availability to all faculty, staff, and students. Lead expert on Macintosh systems for the business school - in charge of setting up new workstations, upgrading software, troubleshooting systems, and training new users. Trained 50+ faculty, staff, and students previously on Blackboard courseware, and subsequently on newly implemented Sakai Learning Management Systems. Trained 1000+ new faculty and students on university IT services.