

# Jennifer Lee Thies

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- Well rounded generalist, use of knowledge of other departments to improve the whole organization.
- Liaison and manager for projects both IT and administrative in nature.
- Technically savvy yet understands the business impact.
- Devoted to quality assurance and customer service in all endeavors

## **Skills**

**Technical:** Internet Browsers (Netscape, Internet Explorer, Firefox), MS Office and Outlook, WebTycho (online learning management system), HTML, Netscape Composer, Macromedia Dreamweaver and Fireworks, WS\_FTP, Adobe Acrobat, Photoshop, Illustrator and PageMaker, Camtasia, Impatica, Goldwave, RealPlayer and Producer, QS1.  
Additional strength in finding and repairing errors in HTML and other types of code.

**Managerial:** projects and people, leveraging ties between different departments to produce results in line with mission statement.

## **Professional Experience**

**University of Maryland, University College**

**June 1998 to Present**

**Senior Instructional Support Specialist**

**February 2003 to Present**

**Graduate School of Management and Technology / Center for Support of Instruction**

- Assisted Graduate School of Management and Technology (GSMT) Faculty with their online classrooms;
- Led the creation of two reporting tools on faculty presence and activity in online classrooms, with constant fine tuning of the tool to improve the output content to Program Directors and the Deans' offices, in order to catch problems before they escalated.
- Created, edited and uploaded content for the online classrooms using a built in Text Formatting Editor, HTML files and/or as web pages on a UNIX server, as well as troubleshooting any unusual problems that arise.
- Trained staff on WebTycho access levels, presented WebTycho Orientation to Doctor of Management students and aided GSMT Faculty on programs in creating their own online content for their classrooms; WS\_FTP, Netscape Composer, Macromedia Dreamweaver
- Identified, monitored and reported to GSMT dean, chairs, and program directors on classroom quality indicators for course delivery and management, and follow-up when needed and as appropriate.
- Knowledge required of many various programs and their interactions with the WebTycho online class delivery system.
- Acted as the GSMT Liaison to the Teaching Aid Distribution (TAD) Center; tracking inventory and assigning laptops and projectors. Advised on additional equipment needs and consulted on changing policies.
- Added and edited content for the DE Oracle, an online learning magazine, regarding helpful tips, navigational tricks and technical trainings.
- Served on various party, meeting or retreat planning committees. Also served on the Commencement 2004 planning committee as Ticket Taking Team Captain as well as developed and produced staff FAQ booklets regarding new procedures and venue.
- Participated in the hiring process of new employees, including resume review as well as serving on interviewing panels.

**Senior Application Support Specialist**  
**Information Technology, LeADS**

**June 1998 to February 2003**

- Provided Tier I and then Tier II level customer service
- Assisted students, faculty, administrative staff and the first level of support with any problems with the programs over the phone, in chat rooms, and through email
- Answered questions about installation, setup, accessing, and navigating
- Assisted with training about the programs by developing and maintaining online training for students, faculty and administrative staff
- Maintained a good working knowledge of associated programs, updated versions, and new techniques used by the students, faculty and staff
- Assisted with testing new versions of the program and ensuring that the support web-site is updated and correct
- Certified Help Desk Professional, Help Desk 2000

***Pharmaceutical Assistant and Clerk***  
**Gate City Pharmacy, Inc,**

**August 1992 to January 1998 (part time)**  
**Greensboro, NC**

- Assisted in the preparation of prescriptions
- Knowledge of common prescriptions and over the counter drugs
- Knowledge of QS1, pharmaceutical computing system
- Maintained accurate records for insurance, patient health, and financial information
- Maintained stock levels and a clean working environment
- Provided top level customer service

**Volunteer activities:**

**National Historical Group – from 1997 to present**

- Numerous high level regional positions held
- Skills used: Negotiation of contracts; management of projects, people, and property; inventory maintenance and control; facilitated meetings and online discussions; executive assistant; planned and executed receptions and ceremonies; communication to various members and prospective members, financial responsibility.

**Costumed Interpreter, Jamestown-Yorktown Foundation- November 2006 to present**

**Education**

Virginia Polytechnic Institute and State University (Blacksburg, VA)

BA in Interdisciplinary Studies, concentrating in Communication Studies, History, Chemistry and Biology  
-- May 1998

Certifications: Certified Help Desk Specialist, Help Desk 2000