

Jennifer Lee Thies
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An experienced, well-rounded customer and technical support specialist, with strong oral and written communication skills, and liaising and facilitation capabilities.

Technical Skills: Internet Browsers (Internet Explorer, Firefox), Microsoft Office (Word, PowerPoint) and Outlook, Typing speed of 45 WPM, WebTycho (online learning management system), HTML, Adobe CS4 Dreamweaver and Fireworks, WS_FTP, Adobe Acrobat, Photoshop, Illustrator and PageMaker, Camtasia, Captivate, Impatica, Goldwave, Audacity, RealPlayer and Producer, Final Cut Express, Flash Encoder, Prompt, Parature.

Education

Virginia Polytechnic Institute and State University (Blacksburg, VA)
BA in Interdisciplinary Studies, concentrating in Communication Studies, History, Chemistry and Biology -- May 1998

Professional Experience

Technology Integration Specialist
Center for Support of Instruction
University of Maryland University College
February 2003 to June 2010- Full Time

- Assisted Graduate School of Management and Technology (GSMT) Faculty with their online classrooms, troubleshooting problems and helping with content and training.
- Trained staff on WebTycho access levels, trained Course Management Assistants on use of WebTycho admin accounts, presented WebTycho Orientation to Doctor of Management students and aided GSMT Faculty on programs in creating their own online content for their 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 and Academic Directors and the Deans' offices, in order to endeavor to catch problems before they escalated.
- Identified, monitored and reported to GSMT dean, chairs, and program directors on classroom quality indicators for course delivery and management, and followup when needed and as appropriate.
- 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.
- Served as Center for Support of Instruction Liaison to the Information Technology department- submitted requests for hardware, software, and telecom for new and existing employees and tracked responses, submitted required changes to staff PeopleSoft access levels, work with 360 Support and the Help Desk regarding staff technical problems, and managed the Office of Instructional Services and Support unit computer migration prior to building move.
- Created guidelines and instructions regarding supporting the School of Undergraduate Studies at a high level with a Learning Management System upgrade and transition, and served as primary support staff.
- Knowledge required of many various programs and their interactions with the WebTycho online class delivery system.
- Supported a variety of technologies when needed; Wimba, Parature, WebTycho, Wiki, GoogleSites for both the unit and for outside clients.

- 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, with articles regarding helpful tips, navigational tricks and technical trainings.
- Hosted webinar sessions for DE Oracle Live based on relevant articles, introducing presenters, assisting with technology, fielding questions, and developed Host Guidelines
- Provided manual data mining from the WebTycho system as needed for studies and surveys.
- Collaborated on the creation of various multimedia learning objects; video recording set-up, editing and producing video
- 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
 University of Maryland University College
 June 1998 to February 2003- Full Time

- 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 website is updated and correct
- Certified Help Desk Professional, Help Desk 2000

Pharmaceutical Assistant and Clerk August 1992 to January 1998 (part time)
 Gate City Pharmacy, Inc, Greensboro, NC
 August 1992 to January 1998 (part time)

- 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
 Volunteer Embroiderer, Plimoth Plantation - June 2007 to present

Personal References:

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