



# DANIELLE M EDWARDS

## PERSONAL PROFILE

Dedicated, motivated, and experienced educator with a passion for technology, process improvement, and helping students achieve their goals.

## CONTACT

2507 University Avenue  
Des Moines, IA 50311  
[Danielle.edwards@drake.edu](mailto:Danielle.edwards@drake.edu)  
515-271-3725

## EDUCATION

### Drake University

M.S. in Adult Learning and Organizational Performance, 2010

### Graceland University

B.A. in Business Administration, 2003

### AIB College of Business

A.A. in Business and Technology, 1998

## EDUCATION EXPERIENCE

### Drake University – Assistant Professor of Practice in Information Sys., August 2022 – Present

- Develop lectures, learning materials, and assessments to satisfy learning objectives
- Assess student learning and development
- Facilitate courses in various modalities and follow University procedures
- Courses include Office Tools for Data Analysis, Database Management, and Introduction to Information Systems

### Drake University – Instructional Technology Specialist, July 2020 – July 2022

- Work closely with faculty members to prepare courses for online delivery and integrate learning technologies in the online environment
- Provide faculty support on the use of Blackboard and other tools to increase engagement and satisfaction in online courses
- Review online courses to ensure functionality and overall course quality

### Self-Employed – Real-time Broadcast Captioner & Instructor, 2015 – Present

- Produce real-time closed captions for live news programming for both local and national news at speeds exceeding 225 words per minute
- Troubleshoot hardware and software performance issues
- Train individuals for a career in closed captioning using custom online course delivery
- Provide technical support and mentoring to fellow captioners

### AIB College of Business – Assistant Dean for Online Education, 2012 – 2016

- Provided strategic planning and leadership for the online education program, managed the day-to-day operations, and supervised department staff
- Served as the Blackboard Administrator for entire campus – managed course deployments and student enrollments, managed updates, and integrated tools and online content from textbook publishers
- Managed the online faculty training program, trained new faculty members, and monitored their progress through their first term of teaching, facilitated training workshops on best practices in online education, educational technologies, Blackboard, and co-hosted the annual all faculty meeting
- Served as the primary point of contact for faculty regarding and training or support needed for LMS, AV, recording media, and various academic technologies
- Collaborated with IT on software projects, updates, testing, roll-outs, and troubleshooting
- Supported the VP and Chief Academic Officer in various tasks including student appeals, online policies and procedures, faculty communication, faculty performance evaluations, course scheduling, budget management, and new student orientation

### AIB College of Business – Associate Professor/Adjunct Faculty, 2006-2016

- Designed curriculum, coursework, and assessment materials to satisfy program and course objectives for courses in the General Education and Voice Captioning programs
- Developed and implemented an online Voice Captioning degree program, the first of its kind in the United States
- Facilitated fully online, face-to-face, and blended courses
- Advised and mentored students and assessed learning outcomes
- Served as a member of Faculty Senate in various roles, including VP of Faculty Senate, committee member on curriculum, attendance policy, and HLC Review committees

# DANIELLE M EDWARDS

## SOFTWARE KNOWLEDGE

- Blackboard Learn
- Blackboard Collaborate
- MS Office
- Panopto
- Camtasia
- iMovie Jing/Snagit
- Zoom
- Google Apps
- Tegrity
- Respondus Lockdown
- Adobe Connect
- GoToMeeting
- Audacity
- Dragon Naturally Speaking
- SQL
- HTML
- Visual Basic
- MS Access
- MS Project
- MS Visio

## Courses Taught

- Database Management
- MS Office Tools for Business Analysis
- Database Management
- Help Desk and Support
- HTML: Web Page Design
- MS Excel and Access for Business
- Ethics
- Managerial Communications
- College Foundations
- Introduction to Voice Writing Hardware
- Computer Aided Transcription
- Voice Captioning Speed I - IV
- CART Services
- Voice Captioning Procedures I & II
- Voice Captioning Internship

## Service to the College

- Drake – DATA club sponsor
- Drake – Wellmark Internship co-sponsor
- AIB - Elected and served as Vice President of Faculty Assembly
- AIB - Served as the Primary Designated School Official for the federal Student and Exchange Visitor Program (SEVP)
- AIB - Served as Department Chair for the Voice Captioning department for four years
- AIB - Organized advisory committee with local IT professionals to evaluate the need for new majors
- AIB - Facilitated IT portion of New Student Orientation, both online and on-campus
- AIB - Served on various faculty committees including the assessment and attendance policy committees
- AIB - Facilitated technology workshops for prospective students
- AIB - Served as a volunteer for the Veteran's History Project for five years
- AIB - Coached the AIB cheerleading squad for five years

## INFORMATION SYSTEMS EXPERIENCE

### Wellmark Blue Cross Blue Shield – Associate IT Solutions Developer, 2006

- Worked with end users to understand business goals and technology needs
- Gathered requirements to prepare solution specifications, performed business system analysis, data analysis, and developed solutions for business applications
- Designed and executed test plans to ensure business requirements and functional specifications met objectives
- Adhered to the software development lifecycle, operations procedures, and development and security standards
- Supported business applications and end users

### Wellmark Blue Cross Blue Shield – Desktop Application Specialist, 2004 – 2006

- Developed and implemented a new technology learning curriculum for the organization
- Created participant guides, quick reference guides, weekly web tips, and classroom activities for desktop applications training
- Designed customized training for new software implementations and specific user groups
- Provided consultative analysis to business units and developed document solutions for more than 1500 internal customers
- Served as a member of the IT Helpdesk and provided customer service and troubleshooting services to internal customers

# DANIELLE M EDWARDS

## **ITAGroup – Information Technology Trainer, 2001-2004**

- Developed and facilitated all software training within the company
- Managed software training, scheduling, and enrollment
- Assisted in testing of newly developed internal and client applications
- Participated as a member of the IS Support Group on internal help desk calls

## **ITAGroup – Systems Coordinator, 1999-2001**

- Responsible for daily database management of multiple performance marketing programs
- Worked closely with the Business Analyst during application design, testing, and implementation
- Managed, tracked, and analyzed data using MS Access and Excel
- Produced monthly reports and statements to measure program performance
- Developed an MS Access application to integrate processes between three business units and track over 80 million dollars of business activities for the Vice President of Event Management

## **COMMUNITY INVOLVEMENT**

- Horizon and Granger Elementary Schools – Volunteer – served as homeroom parent, chaperone for field trips, and planned special events for teacher appreciation
- Big Brothers, Big Sisters – Volunteer – served as a mentor to a child/young man from kindergarten through high school graduation who is now a student at ISU on a full Science Bound academic scholarship and a member of the US Marine Corp
- Senior College – Instructor – developed and facilitated a five-session computer course for seniors
- Habitat for Humanity ReStore – Volunteer – designed and developed a donation tracking database system currently being used in four ReStore locations across Iowa and Nebraska