

ADDIE SCOTT

USG eCampus
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PROFESSIONAL EXPERIENCE

UNIVERSITY OF WEST GEORGIA

December 2017 - Present

Academic Instructional Support Specialist

- Provides academic instructional support services to faculty and students in online programs, as well as support for virtual classroom technologies and related services.
- Serves an institutional administrator liaison with the Board of Regents for the statewide LMS.
- Manages the administration of the LMS which includes: user management, testing in collaboration with the Board of Regents, and third party vendors.
- Provides level 3 user-support, troubleshoots LMS issues and processes, reporting back to the Board of Regents and University System of Georgia user community.
- Designs, delivers, and manages media-rich online faculty orientations and development programs related to preparing and supporting faculty teaching in online courses.

GREENWAY HEALTH, LLC

December 2012-December 2017

Education Specialist II

- Learning Management System administrator, including oversight of all system settings for 55,000 users, courses, and overseeing course creation proficiency for my team.
- Collaborate closely with Agile Scrum Development teams to develop technical and workflow documentation for updated/new release functionality.
- Lead the conference content team for development of 300+ training presentations for annual user conference.
- Troubleshoot Learning Management system errors from both internal and external customers.
- Developed requirements for new learning management system, as well as instrumental in the process of vetting LMS vendors.
- As a subject matter expert, develop documentation for all government incentive program requirements and product workflows for the software.

Instructional Designer

- Produce/Reformat/Publish documentation for portions of software based on technical guidelines
- Update training documentation on an as needed basis when customers/employees report gaps or deficiencies
- Manage the exam engine, develop exam standards, and create certification exams for employees and customers on software functionality as needed.
- Teach a customer training class multiple weeks per month on the clinical functionality of the software
- Helped migrate all training courses/documents/videos from our former LMS to our current LMS platform in Salesforce.

CARROLLTON ELEMENTARY SCHOOL

August 2009-December 2012

Site Coordinator – 21st Century Learning Center

- Responsible for the management and supervision of the day-to-day operation of the 21 Century Community Learning Center program

- Ensure individual student and programmatic evaluation activities are consistently implemented
- Collaborate with community agencies to provide appropriate extra-curriculum activities
- Fiscal responsibility for fees collected and fundraisers

Data Coordinator – 21st Century Learning Center

- Collect, document, & organize student data regarding attendance, grades, discipline, and homework completion
- Analyze & evaluate program effectiveness based on annual student data
- Work collaboratively with site coordinators and teachers to meet specific instructional needs of students attending the program

Title I Reading Teacher

- Implement a direct instruction reading intervention program to help these students raise reading test scores.
- Work collaboratively with homeroom teachers to differentiate reading instruction based on student need.
- Plan and implement new reading strategies to improve learning.

EDUCATION

UNIVERSITY OF WEST GEORGIA, Carrollton, GA

Master of Education: Guidance & Counseling

UNIVERSITY OF WEST GEORGIA, Carrollton, GA

Bachelor of Science: Early Childhood Education

TECHNICAL SKILLS

Internet browsers (Chrome, Internet Explorer, Mozilla Firefox), Camtasia Studio, FileZilla, Captivate, Dreamweaver, Salesforce Platform, Microsoft Office Suite, WinSCP, SumTotal Maestro Learning Management System, VersionOne software, Box, Cvent Systems, SmartSheet, WordPress