

Christy J. Rabern

Education

Master of Education (MEd), Business Education
University of West Georgia, Carrollton, GA

Master of Business Administration (MBA)
University of West Georgia, Carrollton, GA

Bachelor of Science, Cum Laude
University of West Georgia, Carrollton, GA

Professional Experience

- **University of West Georgia**, October 2005 – present
 - Instructional Designer, eCampus, May 2018 – present
 - Develop & revise eCore courses for USG
 - Serve as eCore GoVIEW administrator
 - Identify instructional design needs
 - Quality assistance for online courses
 - Design and implement media enhancement for eCore courses
 - Training Administrator, Center for Business Excellence, February 2013 – April 2018
 - Planned & developed presentations & marketing materials for trainings & lead meetings
 - Conducted training on PeopleSoft Department Approver, PCard, DevelopWest & ADP Manager
 - Coordinated attendees & administered New Employee Training for groups of new employees
 - Developed learning plans for professional development of employees in our online learning management system, DevelopWest
 - Prepared, administered & collected data quarterly on surveys for evaluation of training sessions
 - Workflow manager
 - Marketed & promoted professional development initiatives on campus
 - Instructor, Richards College of Business
 - Business Communication (ABED 3100 (online)), Spring 2013- Spring 2017
 - Utilized the Learning Management System Desire2Learn (CourseDen)
 - Utilized tactics to teach job search skills (resume building, interviewing skills, etc)
 - Utilized tactics to teach proper oral & written communication
 - UWG First Year Experience course for Freshmen students, Fall 2011, 2012, 2013
 - Coordinated, developed & presented lectures to freshmen in class
 - Richards College of Business, Dean's Office – Academic Advisor/Accreditation & Development Assistant, October 2005 – February 2013
 - Assisted with AACSB-I accreditation evaluations & reporting
 - Evaluated student oral presentations/written correspondence
 - Worked with Banner & DegreeWorks to interpret & explain RPG requirements
 - Developed plans of study for incoming freshmen & transfer students
 - Developed & presented at freshmen, transfer & new student orientations & academic fairs
 - Interpreted & explained College of Business policies & procedures (600+ students)
 - Developed training manuals, orientation materials, marketing materials
 - Assisted in the planning/implementation of large-scale events
- **West Georgia Technical College**, Fall 2003, Spring 2004, Spring 2012
 - Adjunct Instructor
 - Planned, created & presented lectures for various business classes
- **State Farm Insurance**, 1998 –2005
 - Insurance Adjuster
 - Evaluated, negotiated & settled property claims & monetary disbursements in a 5 - 8-county area
 - Analyzed, investigated & resolved auto property losses & injury claims
 - Maintained an organized workload of property claims & communicated both orally & in writing with parties involved in the claim process to explain policies & procedures.

Professional Skills and Core Competencies

- Qualtrics Survey Software
- Camtasia Studio (TechSmith)
- Microsoft Office Suite
- DevelopWest (Skillsoft LMS)
- Banner
- Desire2Learn (LMS)
- DegreeWorks
- Google Suite
- Leadership Skills
- Time Management
- Organizational Skills
- Logical/Critical Thinker
- Communication (oral & written)
- Collaborator

University Service Activities, Awards & Certificate Completions

- Staff Advisory Council (SAC) Representative, Fall 2016 - present
- Engage West Staff Edition Committee Member, Fall 2015 – present
- Best of the West Celebration Planning Committee, 2017 - present
- Best of the West award nominee, multiple quarters
- Undergraduate Programs Committee (ex-officio), Richards College of Business, 2009 – 2013
- Most Influential Person Award, 2013 (First Year Experience Office)
- UWG Homecoming Judge, 2007 - present
- A-Day Volunteer, multiple years – present
- A-Day Team Captain, 2017
- Annual Support Staff Service Award, Richards College of Business, 2007-08, 2010-11
- Students in Free Enterprise (SIFE) – Staff Advisor, January 2006 – August 2010
- State University of West Georgia Alumni Board, 2002 – 2005
- University of West GA Continuing Education and Distance and Distributed Education Center Distance Education Certificate Program – June 2012
- UWG|Online Online Instructor Certification June 2013

Professional Research, Presentations, Affiliations and Certifications

- Anderson, J. R. (2007). *Entrepreneurs of West Georgia: Selected cases*. Carrollton, GA: University of West Georgia Press. (contributor to the book)
- UWG Professional Association of Academic Advisors (PAAA), 2007 (inaugural) – 2013, 2011-2013, Vice President for Assessment & Certification
- Distance Learning Certificate Program, UWG, 2011
- Rollins, M. & Rabern, C. (2011). Richards College of Business Alumni. Results used in AACSB-I maintenance of accreditation reports.
- Talpade, S. & Rabern, C. (2011). “The role of consumer trust & customer reviews in online buyer behavior: Literature review & research propositions.” (Accepted for presentation at SOBIE)
- Wood, J., Rabern, C. & Upson, J. (2011). “Revisiting Hofstede’s dimensions: The evolving cultures of the United States & Japan, *Business Research Yearbook*, 18, 1, p. 234 – 239.
- Presented at International Academy of Business Disciplines, New Orleans, LA, April 8, 2011.
- Carroll County Chamber of Commerce Leadership Program, 2012
- College Business Management Institute, 2015