

## Jen Sands, M.A.

Curriculum Design and Strategic Communication

[jsands@westga.edu](mailto:jsands@westga.edu)

<b>Education:</b>	Information Design & Communication classes	
	SPSU	2013
	M.A., Psychology and Counseling	
	Goddard College	2010
	B.A., English	
	Goddard College	2000

### **Professional Experience:**

#### **USG eCore**

**October, 2017 – Present**

##### **Instructional Designer**

- Work with faculty and other designers to coordinate course development and course revision
- Serve as eCampus GoView administrator and perform quality assurance checks
- Identify instructional design needs and research solutions
- Adhere to accreditation guidelines, quality pedagogical and instructional methods, copyright, and ADA requirements

#### **Verizon Telematics**

**April, 2017 – October, 2017**

##### **Consultant, Learning & Development**

- Wrote and edited Call Center Knowledge Base for multiple OEMs
- Designed eLearnings and software simulations as needed
- Met with SMEs, Project teams, Quality Assurance and other stakeholders to ensure effectiveness and timeliness of agent curriculum and training
- Collaborated with Delivery team on training revamps
- Proposal Writer and Project Coordinator
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#### **Johnson R&D and affiliates**

**May, 2014 – October, 2016**

##### **Proposal Writer and Project Coordinator**

- Tailored proposals and white papers to RFP requirements
- Coordinated collaborative proposal process for multiple products/companies from RFP through submission
- Built and managed websites
- Communicated with tenants and vendors regarding commercial property maintenance
- Planned company events and supported executive projects

#### **SouthCrest Bank**

**July, 2013 – March, 2012**

##### **Content Strategist**

- Project managed website re-design
- Designed, implemented, and managed social intranet and board portal
- Interviewed stakeholders; coordinated resources; translated business goals into compelling written and visual content
- Participated in product development teams
- Co-wrote national press releases with Senior VP of Finance

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### **Georgia Parent Support Network Program Manager, Peer Center**

**October, 2004 – March, 2012**

- Forged crucial relationships with community partners
- Designed new curriculum and facilitated skill-building groups
- Presented at the Carter Center, to partnering agencies, and at other conferences
- Guided young adults with behavioral issues in pursuing their educational, vocational, and independent living goals
- Intervened in crisis situations for clients and their families 24/7/365

### **Recruitment and Quality Assurance Supervisor**

- Conducted extensive due diligence, home studies, and interviews
- Developed training materials and QA processes; facilitated workshops and conducted audits

### **Crisis Intervention Specialist**

- Worked with families in their communities to develop and implement crisis and safety plans for children with mental illness and emotional disturbances

### **Public Policy**

- Educated state and federal policymakers on legislation and policy relevant to the needs of children
- Planned and attended yearly advocacy events at the Capitol
- Tracked issue development and researched trends and practices