

Dr. Amber M. Epps

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EDUCATION

DOCTOR OF EDUCATION - HIGHER AND POSTSECONDARY EDUCATION | ARGOSY UNIVERSITY

- Dissertation Title: *Comparing Student Perceptions of Computer Literacy Skills of Incoming Freshman Versus Ability*

DOCTOR OF SCIENCE - INFORMATION SYSTEMS & COMMUNICATIONS | ROBERT MORRIS UNIVERSITY

- Dissertation Title: *Differences in Critical Success Factors for Traditional and Nontraditional Online Students*

MASTER OF SCIENCE - INFORMATION SYSTEMS & TECHNOLOGY, USABILITY STUDIES | SOUTH UNIVERSITY

MASTER OF BUSINESS ADMINISTRATION - MANAGEMENT INFORMATION SYSTEMS | POINT PARK UNIVERSITY

BACHELOR OF BUSINESS ADMINISTRATION - COMPUTER INFORMATION SYSTEMS | KENT STATE UNIVERSITY

PUBLICATIONS

Epps, A. (2021). *Critical Success Factors and Methods to Increase Persistence for Non-Traditional Online*. In C. L. Jennings, Ensuring Adult and Non-Traditional Learners' Success with Technology, Design, and Structure (pp. 1-20). Hershey: IGI Global Publishing.

Epps, A. (2019). *Introduction*. In Elsinore Bennu Think Tank for Restorative Justice, Life Sentences: Writings from Inside an American Prison (pp. 7-14). Cleveland: Belt Publishing.

Epps, A. (2014). *Differences in Critical Success Factors for Traditional and Nontraditional Online Students: A Case Study of a Proprietary College in Western Pennsylvania*. (Publication No. 10225652) [Doctoral dissertation, Robert Morris University] PQDT Open. <https://pqdtopen.proquest.com/pubnum/10225652.html>

ADMINISTRATIVE EXPERIENCE

EXECUTIVE DIRECTOR | PROTOHAVEN | JAN 2022 – NOV 2023

- Collaborate with the Board in developing and executing a vision and strategic plan to guide the organization, and foster effective teamwork between the Board, Executive Director, and staff (Membership Coordinator, Education Coordinator, and Communications Coordinator)
- Act as the principal spokesperson for the organization, and represent the organization at community activities to enhance its community profile and identify strategic partnerships
- Develop initiatives to increase diversity in membership, class participants, and instructor pool by 25% in the first year including BLK ART LAB residency, Teaching Fellows program, and the Access to Making Program (AMP), and expansion of the Shop Tech volunteer program
- Establish good working relationships and collaborative arrangements with community groups, funders, elected officials, and other organizations to help achieve the goals of the organization
- Secured over \$250,000 in grant and program revenue in the first 16 months
- Develop an operational plan and human resources policies aligned with the strategic direction of the organization
- Draft organizational policies and procedures; review existing policies on an annual basis and recommend changes
- Ensure that the organization is equipped with the necessary marketing and creative and branding assets
- Develop a marketing plan to increase regional awareness and engagement
- Oversee the planning, implementation and evaluation of programs and services, including the development of 15 new courses in the first year
- Establish and follow that sound bookkeeping and accounting procedures
- Administer organizational funds according to the approved budget and monitor monthly cash flow, reducing monthly expenses by \$600 within the first 3 months
- Restructure programs to ensure alignment with mission, vision, values, and budgetary goals
- Keep DEAI at the forefront of all decision making, planning, program development, and business dealings

DIRECTOR OF EDUCATION | OMICELO CARES, INC. | MAY 2021 – DEC 2021

- Develop, enhance and formalize curriculum for Real Estate Co-Powerment Series, Landlord Experience, Equity Up, and Excel Ahead courses
- Work with instructors and sponsors to ensure high quality programing for courses

- Collect and evaluate quantitative data from over 200 program participants and alumni
- Provide support for instructors and program participants, identifying and connecting them to relevant external resources as necessary
- Develop relationships with external partners dedicated to reducing the wealth gap in underserved communities
- Grow the success and visibility of the programs

CHIEF OPERATIONS OFFICER | BLOOMFIELD-GARFIELD CORP. | JAN 2018 - MAY 2021

- Oversight of employment center, youth education, communications & marketing, and community planning & engagement programs and staff
- Continuously seek improvement and develop initiatives for educational and workforce development initiatives
- Budget development and oversight
- Restructure programs and staffing needs in order to better align program needs with financial capability of organization, resulting in a 29% reduction of overhead and program-related costs within the first 6 months
- Interface with program funders on matters relating to program operations and compliance with all contract requirements
- Implementation of BGC, Eastside Neighborhood Employment Center, and Penn Avenue strategic plans
- Partner with outside organizations in order to provide the best services for our clients and program participants
- Conduct program evaluations to ensure that outcomes are being met in accordance with contracts and program goals, including 95% retention of summer youth workers, 90% retention and graduation rate for College and Career Readiness Program participants, and placing an average of 150 individuals in jobs every year
- Write proposals in response to RFPs and grant applications that are aligned with the organization's mission
- Act as Chief Human Relations Officer, increasing staff diversity by 40%, building a strong team with a significantly reduced turnover rate

COMMERCIAL DISTRICT MANAGER | BLOOMFIELD-GARFIELD CORP. | APR 2014 - JAN 2018

INSTRUCTIONAL DESIGNER & TRAINER | UPMC | OCT 2012 - JUL 2013

ERECORD TRAINING SPECIALIST| UPMC | AUG 2011 - OCT 2012

ASSISTANT DEPT CHAIR - GENERAL EDUCATION | THE ART INSTITUTE OF PITTSBURGH | JUL 2007 - JUL 2010

TEACHING EXPERIENCE

ADJUNCT PROFESSOR| LAROCHE UNIVERSITY| AUG 2014 - DEC 2023

Courses Taught: Practical Computer Applications, Web Usability and Programming, Java Programming, Communication in Organizations, Message Design in Mass Media.

ADJUNCT FACULTY| AMERICAN PUBLIC UNIVERSITY SYSTEM| JUN 2014 - PRESENT

Course Taught: Relational Databases with MS Access (beginner and intermediate), Web Development, IT Project Management, Intro to IT Writing, Computer Technology Advanced Capstone,

ADJUNCT INSTRUCTOR| SOUTH UNIVERSITY, ONLINE DIVISION| AUG 2012 - DEC 2021

Courses Taught: Computer & Internet Literacy, Ethics & Information Technology, Human-Computer Interface, Foundations of Information Technology, Database Design & Development, Strategic Management (graduate), Principles of Systems Development (graduate), Information Systems Fundamentals (graduate), Data Management (graduate), Information Systems Capstone (graduate).

ADJUNCT INSTRUCTOR| THE ART INSTITUTE OF PITTSBURGH (CAMPUS AND ONLINE)| JUL 2007 - DEC 2016

Courses Taught: Computer Literacy, Strategies for Success, Freshman Studies, Human Resource Management, Advanced Communications, Introduction to Communications (Speech), Composition and Language.

SENIOR INSTRUCTOR| ITT TECHNICAL INSTITUTE| SEP 2004 – JUL 2007

Courses Taught: Problem Solving, Economics, Strategies for the Technical Professional (online), Intro to Programming, Intermediate Programming, WAN Technology and Application, MS Desktop Operating System, Network Technology and Service Integration, Network Development Capstone, Database Development, Operating Systems.

LEAD INSTRUCTOR| COMMUNITY COLLEGE OF ALLEGHENY COUNTY| FEB 2002 – MAR 2004

Courses Taught: Cisco Networking, Computer Programming, Microsoft Office.

SKILLS

Project Management	Budget Development	Team & Relationship Building
People Management	Financial Management	NeonOne & Salesforce CRMs
Strategic Planning	Program Development	Operations Management
Grant Writing	Realignment & Restructuring	Adult Education & Training

MEMBERSHIPS

- Diversity and Inclusion Committee - Allegheny County Anchored Re-Entry Consortium (ACAR)
- Peace and Unity in the Community Collective - Member
- #NotWhite Collective - Multidisciplinary Artist
- Learning and Leadership Committee - Greater Pittsburgh Arts Council
- Professional Women’s Network - Member
- Gizmology (DeepLocal) - Advisory Board Member

AWARDS

- 2018 - Pittsburgh Magazine 40 UNDER 40
- 2013 – New Pittsburgh Courier Fab 40