

Reina Ashley Nomura

SUMMARY

Detail-oriented administrative professional equipped with deep experience handling instructional technology operations, including project coordination, training development, technology support and instructional design.

PROFESSIONAL EXPERIENCE

Center for Teaching and Learning, DePaul University; Chicago, IL

Instructional Technology Assistant

November 2021 – April 2023

- Optimize management processes by developing project plans, managing timelines, and maintaining records to lead an effective staff and provide quality service.
- Spearhead development of training portal to provide staff resources and maintain documentation of procedures.
- Facilitate onboarding training for 20+ entry level staff to establish service expectations and foster team bonding.
- Manage staff scheduling via WhenToWork platform to guarantee effective and balanced staff coverage.
- Create Qualtrics surveys for service requests and organize data in Google Sheets to inform staffing needs.
- Conduct an inventory of the department's Wiki site of 200+ pages to identify outdated information, assign new owners of content, and restructure the maintenance process towards an effective department resource.

Online Learning Assistant

August 2020 - November 2021

- Managed administrative and technical Zoom functions in classes, webinars, and events to assist faculty and hosts through a seamless online or hybrid experience, troubleshooting as needed to avoid disruptions.
- Designed and facilitated one-on-one and small group training sessions by providing demonstrations and individualized support to train faculty on effective use of Zoom-enabled classrooms.

Student Advisory Board (SAB) Member

August 2020 – November 2021

- Reviewed DePaul Online Teaching Series and provided feedback to refine faculty training for online instruction.
- Co-facilitated "Breakout with the SAB: Remote Learning Experience at a Glance" at 2020 Faculty Fall Forum and "Anti-Racist Teaching Practices from the Student Perspective" at 26th Annual CTL Conference, presenting on student experiences and proposing solutions to elevate teaching and learning in DePaul courses.
- Facilitated meetings and mentored members to empower student voices in faculty development programming.

First-Year Program, DePaul University; Chicago, IL

Chicago Quarter Staff Professional

September 2022 – November 2022

- Implemented customized curriculum on college skills to promote student success.
- Facilitated individual coaching sessions for students by sharing resources and support on adjusting to college.

LGBTQ Studies Program, DePaul University; Chicago, IL

Queer Revolt Conference Planning Committee Member

Jan 2019 – Mar 2020

- Directed planning timeline and communication with presenters and attendees to ensure a successful event.
- Coordinated budgeting, registration, room reservations, and catering alongside university staff.

EDUCATION

DePaul University; Chicago, IL

MA in Writing, Rhetoric, & Discourse

June 2025

Graduate Certificate in Education, Culture, and Society

June 2023

B.A. American Studies, LGBTQ+ Studies Minor, Cum Laude

June 2021

LANGUAGE & TECHNOLOGY

Conversational in Japanese, Zoom, Microsoft Office Suite (Word, PowerPoint, Excel, Outlook), Google Workspace (Docs, Sheets, Forms, Slides, Sites), Slack, Eventbrite, Qualtrics, PollEverywhere, Mentimeter, BlueSky, Canva, Wix, Desire2Learn, Canvas, When to Work, When I Work