



# James Ralph

## **Professional Summary**

Instructional Designer, technology & educational specialist with vast educational administrative & technology experience, offering talented organizational leadership abilities across student-groups and cross-functional teams. Highly competent in online communication platforms, teams, skype & zoom.

## **Work History**

### **St. Petersburg College - Tarpon Springs Campus - Student Support Advisor/Adjunct Faculty**

Tarpon Springs, FL

04/2009 - Current

Academic Advisor, Honors Advisor, Honors Council Member.

Business intelligence reports, case management.

People Soft committee member.

### **St. Petersburg College - Tarpon Springs Campus - Technical Resources Specialist**

Tarpon Springs, FL

06/2006 - 04/2009

Support for computer hardware, software, peripherals, A/V.

Data backup & retrieval, Norton Ghost console, cabling, networking.

Presidential Commendation- donation projects- licensing, secure wipe.

### **Strayer University - Regional Support Officer/ Admissions Officer**

Jessup, MD

01/2004 - 10/2005

Support regional operations, ensure achievement of campus registration goals, specialist in retention initiatives. Monitor retention database.

### **Strayer University - Computer Lab Manager**

White Marsh, MD

06/2001 - 01/2004

Maintained 100 workstations and 4 servers (Windows 95/98/2000/ NT 4.0) over campus LAN. Configurations, data recovery and imaging.

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## **Skills**

Adobe Photoshop/ Premiere, ADDIE, Agile, Articulate subscriber, Audacity. Business Intelligence, Camtasia, Canvas LMS. D2L, Data Analytics, Data backup & retrieval. Dreamweaver, Excel, HTML, Hubspot, Lan /wan networking, MS Access, Office, Project. Norton Ghost, People Soft, Prezi, Sales Force, Share Point. SQL, Vizio, Windows NT4.0, Windows 2000 Server, Windows 7-11.

## **Education**

2018

### **University of Central Florida**

Orlando, FL

**Master of Arts:** Instructional Design & Technology

ID&T in service Canvas module design, training for the Hispanic Healthcare Initiative, CHW employee training.

2003

### **Notre Dame of Maryland University**

Baltimore, MD

**Bachelor of Arts:** Computer Information Systems

## James Ralph Accomplishments

1. **Presidential Commendation**- SPC Carl Kuttler (Computer Support) TRS (**College Wide Initiative**).
2. Designed TRS Access database for inventory (setup requested by Provost).
3. Designed warehouse inventory access database.
4. Tarpon Springs Web Refresh- 7 students in Web Design program and tech faculty- Campus initiative
5. **Honors Advisor**
6. **Honors Council Member**
7. Honors Chaperone- West Palm Beach Honors Convention\* (**College Wide Initiative**).
8. **A&SA People Soft Committee Member** (**College Wide Initiative**).
9. MLP- Learning Plan development committee member- Campus pilot- (**College Wide Initiative**).
10. **Five by 180- Reports** Presented weekly via skype to SPC President Dr. Law- (**College Wide Initiative**)  
Presented metrics from BI Data on status of My Learning Plan initiative.
11. **Career & Academic Communities Advisor Triad Leader** (**College Wide Initiative**) Utilized Agile methods across multiple disciplines. Led technology group through many iterations of curriculum review and updates. Worked with Dean, Chairs and Technology Faculty to examine metrics to measure student advancement through A.A. and A.S. degree tracks. Produced milestones for student advancement.
12. Career and Academic Communities- Presented metrics on technology advising initiatives (**College Wide Initiative**).
13. Spring Training presenter 2017 & 2018- CAC (**College Wide Initiative**)
14. Case Management: \* Civitas
15. Inquiries \*Salesforce\*Hubspot
16. Summer Institute Committee (**College Wide Initiative**).
17. Pathways Council Advisor TRIAD Leader.

### **Career Development Facilitator Certificate.**

New Student Orientation class facilitator.

**UCF master's Instructional Design and Technology.** In service project training design for Community Healthcare Workers- Hispanic Healthcare Initiative (HHI- government grant funded) Orlando, FL. SPC Active Learning Course (designer) D2L- LMS.

**St. Petersburg College Adjunct Faculty – Technology-** CGS 1070 1.0 /CGS 1100 3.0 cr. Hrs.