

Hope D. Williams
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OBJECTIVE

To apply my extensive experience in learning development and to contribute to the training and professional development initiatives of an organization.

EDUCATION

Rochester Institute of Technology, Rochester, New York

Master of Science, Instructional Technology, 1998

Bachelor of Science, Business Administration/Management, 1990

PROFESSIONAL EXPERIENCE

Rochester Institute of Technology - National Technical Institute for the Deaf (NTID) Rochester, NY
(1990-present)

Director of Professional Development (PD) (2022-present) / **PD Manager** (2012-2022) /
PD Coordinator, part-time (1997-2012)

Lead the planning, execution, and management of comprehensive professional development activities, from needs assessment to evaluation, supporting the college's mission and strategic goals. Design and deliver targeted workshops and learning experiences for faculty and staff, to enhance their proficiency in instructional technologies, technology applications, and essential job functions. Oversee NTID's new employee onboarding and lecturer success initiatives. Collaborate with internal and external subject matter experts and consultants. Serve as committee chair and liaison to administration on professional development initiatives.

Instructional Technology and Training Specialist - Educational Design Resources (2003-2012)

Developed and delivered tailored educational content for NTID courses as well as training resources on instructional technologies, software, and office skills for faculty and staff. Created course modules, job aids, and training materials. Supported the design and production of educational media and informational materials by serving as Project Lead of multimedia teams that produced Major Design Projects (MDPs).

Office Systems Specialist - Systems Development & Support (1992-2003)

Provided group and one-on-one training and technical assistance to faculty and staff on various software applications, enterprise systems, and productivity tools. Designed and delivered training programs. Developed documentation and job aids. Served as Supervisor for the Word Processing, Duplicating, and Mail Services departments. Established protocols and workflows to improve operational efficiency and provide high-quality service to faculty and staff.

COMPUTER SKILLS

Office & Productivity: Microsoft Office/Office 365 (Word, Excel, PowerPoint, Access, Outlook), Google Suite (Drive, Docs, Sheets, Slides). **Design & Multimedia:** Adobe Creative Cloud (Acrobat, InDesign, Captivate), Canva, Adobe Elements (Photoshop/Premiere), Camtasia. **Learning Management Systems:** myCourses, Sabacloud/RIT Talent Roadmap. **E-learning authoring tools:** Articulate (Storyline/Rise 360), Adobe Captivate. **Web Development:** HTML/CSS. **Artificial Intelligence (AI):** ChatGPT 4, Gemini, Microsoft Copilot. **Various apps and internet technologies:** Qualtrics, Zoom, Slack, Scribe, etc.