

Pamela Wright
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Objective: I am a dedicated professional seeking a part/full-time or a remote/hybrid position where I can utilize my 35+ years of experience in the business industry and educational environment.

Personal: I offer exceptional capabilities in managing multiple tasks simultaneously, navigating interpersonal dynamics, and demonstrating a commitment to organizational excellence. My expertise extends across a wide-ranging spectrum, particularly in instructional design and training programs, as well as driving process improvements in IT, customer service, sales, billing, and technical operations. I am adept at skillful and professional management, cultivating a strong rapport with clients, team members, and employees while providing impactful leadership. I take a proactive approach to addressing challenges and ensure meticulousness in data input. Additionally, I am well-versed in various computer technologies and software applications. My drive for collaboration propels me to excel in assisting others in achieving shared goals and aspirations. With a clear emphasis on effective communication, I am committed to meeting and exceeding established benchmarks. My conduct is characterized by professionalism, reliability, and a collaborative ethos. The prospect of joining your team and organization fills me with genuine enthusiasm.

Education: **Keiser Graduate School 2022 – Current / Jacksonville, FL**
Ph.D. In Instructional Design and Technology
Keiser University 2018 – 2020 / Jacksonville, FL
Master's in education – Online & Inhouse Teaching and Learning
Keiser University 2016 – 2018 / Jacksonville, FL
Bachelor of Science Degree - Health Science
University of Southern Most Florida - 2012 – 2014 / Jacksonville, FL
Associate of Science Degree - Medical Technology
University of North Florida - 1982 – 1984 / Jacksonville, FL
Associate of Arts Degree - Business Administration

Experience: **Continental/Comcast Cable – Jacksonville/Pompano Beach, FL 1978-1992**
Managed and assisted Representatives in 24/7 Universal Customer Service Operations, including in/outbound Phone Calls, Dispatches, Collections, Service Repair, Sales, Billing, Training, Research, and Data Entry.

The Wright Concept – Jacksonville, FL (all around the country) 1992-2016
Cable TV & Media Relations Consultant / Process Improvement / Project Manager / CEO