

Education/Certifications**Master of Science in Information and Communication Sciences**

July 2005; Ball State University; Muncie Indiana
GPA: 3.3/4.0

- Focused in information technology management, leadership and project management

Bachelor of Arts in Telecommunications

May 2004; Ball State University; Muncie Indiana
GPA: 3.5/4.0 (major), 3.2/4.0 (accumulative)

- Focused in digital audio/video production, multimedia and content management solutions

Certified Associate in Project Management (expectant)

Project Management Institute; Newtown Square, PA
Pending completion of testing and qualification; expectant June 2007

Professional Experience**Application Support Consultant**

2005-2007

Ontario Systems LLC; Muncie, Indiana

- Technical to client liaison for *Artiva* debt collection software platform support issues
- Served as point of contact to prioritize and work support issues for a strategic client
- Sold internal conceptualization and co-managed process improvement project for client/consultant software connectivity
- Coordinated process improvement project to revise after-hours support procedures
- Participated in quality testing of new product releases and upgrades
- Co-coordinated internal giving campaign as part of local United Way annual campaign

Graduate Assistant and Institute Fellow

2004-2005

Center for Information and Communication Sciences; Ball State University

- Chief of Staff for graduate student staff of four to coordinate research and project initiatives
- Assisted advisor Dr. Jay Gillette's role as *Chairman of Advisory Council*; Pacific Telecommunications Council in *Mission, Vision, Purpose* Task Force
- Assisted in development, distribution and presentation of academic lecture materials
- *Human Factors Institute for User-Centered Design, Development and Deployment* researcher
- Developed training in video camera operation and non-linear editing for fellow candidates
- Writer for bi-annual *CICS NewsLetter* publication (Fall and Spring editions)
- Developed workshop *Leadership and Technology for Excellence in Leadership* undergraduate leadership program for *Office of Leadership and Service Learning* at Ball State University
- Project team for publicity for *Cisco Certified Annual Retreat*: edited and produced radio copy
- Coordinate international scholarly videoconference with the *University of Oxford*, UK
- Coordinated recording, capturing and editing of video for presentations and colloquiums for archival and research purposes
- Design of "mini-lessons" and editing work for *Communications Technology Convergence* course for Empire State College on State University of New York Learning Network
- Research consultantship for WFWA-TV; Fort Wayne, In.; recommended on best practices and utilization of multi-channel Standard Definition Digital Television (SDTV) for distance learning

Producer and Air Personality

2003-2005;

Backyard Broadcasting; Muncie, Indiana

2006-2007

- Air talent for nightly shift on 101.7 and 104.9 WERK and weekend shift on 104.1 WLBC
- News reader on substitute basis for *Madison County News Hour* on News/Talk 1240 WHBU and *Morning Magazine* on 104.1 WLBC
- Producer of *The Morning Show with Leland Franklin*, *Thursday Focus* and *Moments of Inspiration* on News/Talk 1240 WHBU and *Gospel Highlight Show* on MAX 96-7
- In-studio producer for sporting events and remote field broadcasts
- Producer and voice talent for client commercials, promos and various station imaging/liners
- Internship with station engineer; assisted with computer maintenance, administration and logging of Emergency Alert System and deployment and construction of new studio facility
- Part-time substitute air talent on MAX and WERK and news reader on WLBC (2006-2007)

Projects and Publications**Project Manager**

2004-2005

Distributed Collaborative Community, HFI; Center for Information and Communication Sciences

- Lead team of 9 researchers investigating effective collaboration utilizing IT communications
- Research iterations including weblogs as a community tool, implementation of podcasting, best practices toward successful Distributed Collaborative Communities and performance evaluation of vendor and open source software packages
- Presented weblog research at 10th Annual Student Symposium (2005); Ball State University

Refereed Journal Publication

2005

Software-Defined Radio: The Revolution of Wireless Communication;

Annual Review of Communications, Volume 58; International Engineering Consortium

- Co-authored with Mr. Adam Harrington, Mr. Chin-Gi Hong and Dr. Stephan S. Jones

Academic Textbook Chapter Authorship

2006

Characters of the Information and Communication Industry;

By Richard F. Bellaver; Published by AuthorHouse; 2006, Bloomington, Indiana

- Contributions on Guglielmo Marconi; Chapter 8, "Communication Through the Air"

Media Education Program Developer/Instructor

2003

Motivate Our Minds; Muncie, Indiana

- Developed and taught 5-week summer curriculum *Media/Technology Mania* to students in grades 3-8 at Motivate Our Minds tutoring and enrichment center
- Obtained grant support from *The Journey* youth work fellowship program
- Presented curriculum at 9th Annual Student Symposium (2004); Ball State University

Service, Volunteerism and Affiliations**Steering Committee/Membership**

2006-2007

Muncie Young Professionals Group; Muncie, Indiana

- Provide organization leadership during inception of new networking and development group for young professionals in Muncie and Delaware County
- Project contributor in organizing kick-off event
- Co-lead media campaign, including coordination of web, radio interviews and press releases

Member/Committee Participant

2005-2007

Usability Professionals Association; Indiana Chapter; Indianapolis, Indiana

- Member of ad-hoc committees in planning of 2005 and 2006 *World Usability Day* events

Producer/Project Manager

2004-2007

Converging Streams: Interfaith Fellowship in Our Modern World; Muncie Interfaith Fellowship

- Organize project, resources and volunteers to establish regular process for show production
- Coordinate logistics, voice-over, produce and edit weekly radio program and Internet podcast
- Maintain list of issues covered for radio station Issues and Programs list for FCC public file
- Convert content and maintain podcast presentation and Internet archiving of all programs

Participant, Mentor and Advisory Board Member

2000-2004

Excellence in Leadership Program; Leadership and Service Learning; Ball State University**Board of Directors**

2001-2002

Center for Youth as Resources; Washington, D.C.

- Served one-year term on board of national youth development agency
- Certified trainer; offered training on *Youth As Resources* best practices nationally

Board Member and Chairperson

1997-2002

Youth as Resources Advisory Board; Muncie Family YMCA; Muncie, Indiana

- Developed vision for program promoting youth volunteerism and development
- Represented the board at *Indiana Youth Commission for Service and Leadership*

References

Dr. Ray L. Steele

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