



RHONICIA WALTER

Summary

Results-focused Information Technology professional with strengths in troubleshooting, creativity, and organizational skills. Proficient in supporting technology and understanding academic considerations to translate into business objectives to promote customer satisfaction and organizational goals. I am seeking to leverage comprehensive IT experience to take the next career step in Educational Technology with an emerging Institution that values hard work, strategic thinking, and positive results.

Technology

- Canvas
- eValue
- TurningPoint
- InteDashboard
- Panopto
- Microsoft Office Suite
- Windows, macOS, iPad
- Medtrics
- WebEx, Zoom, Microsoft Teams
- Vital Source

Skills

- Instructional Design
- Business Analysis
- Enterprise Technology
- Performance analysis
- Microsoft Office Suite
- Diagnosing issues
- End-User Training & Development
- Auditing

Experience

Systems Administrator - Academic Technology

07/2020 - Current

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- Maintain, support and administer the Learning Management System (Instructure Canvas) and its processes for both Faculty and students use.
- Lead and develop the system implementation, testing and projects for academic technology for 1,300 users.
- Create and coordinate comprehensive webinar training activities and training tutorials to Faculty, Students, and Help Desk Colleagues associated with the use of academic technology software and classroom technology to optimize the use of technology for teaching and learning, reducing one-one sessions and call volumes by 30%
- Analyze the IT Orientation Canvas course and report on findings to the IT Management every semester, to identify ways of improving the course for future cohorts, reducing helpdesk tickets by 10%.
- Contribute to the improvement of the Curriculum Reform Initiative by collaborating with various support teams/departments (Academic for Learning Environment, Medical Education, Foundations and Clinical Medicine, Faculty Affairs and Academy for Teaching & Learning etc..) to incorporate the use of more interactive and engaging tools in teaching and learning by recommending Technology.
- Assisting on special projects, such as Student Timeline and Base-Camp assignments, by providing auditing and architecture to develop an avenue to care for our students and community based on a foundational knowledge of our programs, our accreditation, and the student outcomes that drive the important work we do in global healthcare.
- Audited the Student Timeline Canvas Course for a successful launch.

IT Specialist

10/2019 - 06/2020

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- Collaborated with the Center for Teaching and Learning (CTL), Faculty Development and Audio-Visual Department, to provide leadership, development, and management of programs for facilitating faculty development initiatives that promote the use of technology to deliver instructions.
- Supported guidance on adoption and use of classroom and learning technology in collaboration with the Audio-Visual Department.
- Provided Tier II Support for academic technologies used in the Department of Anatomy, Academy for Teaching and Learning (ATL), small group sessions as well as to faculty and students.
- Actively participated and lent leadership oversight for academic and learning technology projects for example Sectra Tables (Touch of Life Technologies).
- Explained technology-related details in easy-to-understand terms to individuals with different technical akums from various departments.
- Improved job tasks and mentored IT Help Desk Team on best practices and standards on the use of academic technologies.
- Consistently responded to support tickets and emails requests within 15 minutes or less to improve customer service.
- Built a Canvas course to facilitate IT Orientation for incoming students during Covid-19 pandemic within seven days.

eLearning Specialist

09/2013 - 09/2019

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- Provided support for academic technologies platforms for example eCollege, TurningPoint, Vital Source and eValue.
- Researched, troubleshoot and identified solutions to applications related issues and worked with Vendors to resolve.
- Consulted with department managers to develop system solutions consistent with organizational objectives.
- Listened to clients' needs and assisted with identifying and translating to the appropriate services.
- Prepared guidelines and tutorials for Students and Faculty on the use of Academic Technology Software.
- Provided suggestions to improve management on recommended Technology Platforms.
- Co-facilitated, documented, and implemented three iPad pilot projects to optimize the use of technology in teaching and learning for students and Faculty.

Junior Clerk

03/2008 - 08/2013

Government of Dominica | Dominica

- Sorted and distributed incoming mail, dispersing to appropriate personnel.
- Responded to customers effectively through incoming correspondences, including phone calls, emails, and letters.
- Input Bonds and Ex-bonds data into system using Customs & Excise Software, to have the updated information of the Company.
- Supported general office duties including filing, scanning & printing documents.

Junior Auditor

08/2007 - 02/2008

Winston & Co. Auditing Firm | Dominica

- Verified receipts and invoices by comparing items to the Bank Statement.
 - Attended Clients Stocking Taking activity.
 - Provided suggestions to improve management control weaknesses.
 - Organized supporting documentation for companies auditing report.
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Education and Training

Master of Science: Accounting & Financial Management 10/2016
Keller Graduate School of Management of DeVry University

Bachelor of Science: Information Technology & Accounting 10/2013
University of The West Indies, Cave Hill Campus

Associate of Arts: Accounting 06/2007
Dominica State College

Accomplishments

- Recognized for IT Teach Award for living the Adtalem's Teach Values – [April 2021]
 - Recognized for Adtalem's Ron Taylor Award for exemplary performance – [2021, 2020, 2019, 2017]
 - Recognized for employee outstanding performance and appreciation in the IT Department – [December 2015]
 - Built a Canvas Course within 7 days to facilitate IT Orientation for incoming students during Covid-19 pandemic.
 - Audited thoroughly the Student Timeline Canvas Course for a successful launch – [March 2021]
 - Co-facilitated, documented, and implemented three iPad pilot projects to optimize the use of technology in teaching and learning for students and Faculty.
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Certifications

- Team-Based Learning Collaborative Fundamentals Track Workshop
- Empowering Women Network Leadership (EWN) Programme
- Apple Certified Support Professional (ACSP) macOS Mojave 10.14 – [January 2020]
- Microsoft IT Support – [September 2018]
- Apple Teacher Recognition – [May 2017]