

Melissa A. Campbell, Ed.D.
University of Louisville
College of Business
Department of Computer Information Systems
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Career educator with over 30 years of experience managing, designing and delivering training courses in secondary education, higher education, and corporate settings.

EDUCATION AND CERTIFICATIONS

Ed.D. University of Cincinnati, June, 1999. Curriculum and Instruction.
Areas of Concentration: Educational Technology, Adult and Higher Education, Corporate/Agency Training

M.A. in Secondary Education, Northern Kentucky University, December, 1989

B.S. in Business/Secondary Education, Northern Kentucky University, May, 1987

VitalSmarts Crucial Conversations Certified Trainer, 2013.

Microsoft Office Specialist 2010 Master Certification, 2011

Certified Quality Matters Peer Reviewer, 2010

Microsoft Certified Trainer, 2010

Microsoft Certified Application Specialist 2007 Master Certification, 2009

CompTIA A+ Hardware Certification, 2005.

EXPERIENCE

University of Louisville (online assignment) 8/17 to present

Online Faculty, Computer Information Systems

- Converted CIS 300 from traditional to online delivery using Blackboard and WileyPlus.
- Currently teaching online sections of CIS 300
- Converting CIS 250 from traditional to online delivery using Blackboard and MyITLab.
- Developing accelerated version of CIS 250.
- Will teach online sections of CIS 250 starting December 2017.

Tata Consultancy Services, Milford, Ohio 8/11 to 8/17

North America Learning Manager

- Managing a program budget of \$2.6 million per financial year.
- Managing, developing, and delivering 6-10-week Initial Learning Program (ILP) training program for college hires. **Trained 1350+ associates since January of 2012.**
- Developing and delivering professional skills training courses to support 35,000+ associates in North America including: Cultural Awareness, SmartManager, Crucial Conversations, Advanced Presentation Skills, Team Building, Professional Communication, Managing Generation Y, Behavioral-Based Interviewing, Professional Etiquette, Effective Written and Verbal Communication, Advanced Excel, Emotional Intelligence, Large Program Management
- Managing training needs for North America for professional and technical skills requested by accounts.

- Developing courses from scratch and modifying existing course content developed in India to fit the needs of this geography.
- Training internal SMEs on effective training delivery.
- Integrating blended and online learning into existing programs using Moodle and TCS proprietary LMS (TCS ION).
- Converting instructor-led courses into online offerings using the TCS internal platform ION.

Northern Kentucky University, Highland Heights, Kentucky 8/02 to 8/11

Senior Training Developer/Instructional Designer 6/09 to 8/11

- Developed and delivered training to faculty and staff in Microsoft products, SAP, Blackboard, and other technologies as needed
- Worked with College of Health Professions faculty to develop effective instructional design strategies for traditional and online classes

SAP Trainer (Adviser Interface) part time supplemental contract 10/08 to 6/09

- Developed course materials
- Delivered training to faculty and staff

Technology trainer, part time supplemental contract basis 8/04 to 10/08

- Developed and delivered Windows and Microsoft Office courses to faculty and staff

Adjunct Professor, College of Arts and Sciences, Organizational Leadership Online program 8/02 to present

- Teach the following undergraduate courses as fully online classes using Blackboard Course Management System: Leadership Development, Organizational Teamwork, Human Relations in Organizations, Leading People in Organizations, Organizational Ethics, and Organizational Change.

Adjunct Professor, College of Informatics, Business Informatics and Master of Business Informatics programs 8/06 to present

- Teach the following undergraduate courses as fully online classes using Blackboard Course Management System: Computer Literacy & Informatics and Management Information Systems.

*Tenure Track Assistant Professor, College of Professional Studies Department of Technology, Organizational Systems Technology Program** 8/02 to 7/06

- Developed and taught upper-division face-to-face, online, and blended courses using Blackboard Course Management System.
- Taught graduate and undergraduate courses.
- Advised all students enrolled in the Organizational Systems program and Business/Secondary Education.
- Evaluated all prospective MAT students seeking certification in Business Education.
- Attended professional conferences, meetings, and training sessions related to technology.
- Served on university, college, and departmental committees.
- Served as program coordinator for Business Education and Organizational Systems 8/02 to 5/04

- Revised the Business Education and Organizational Systems curriculum (approved in 2004) – added a track in Technology Training and Development.
- Recognized as having the “greatest impact” on academic and personal development by students each academic year.

*College of Professional Studies was dissolved in 2006. Programs from the Department of Technology were re-assigned to other colleges on campus. The Organizational Systems Technology program was absorbed into Information Systems, and then discontinued.

Chatfield College, Cincinnati, Ohio 1/07 to 8/08
Chief Technology Officer and full time faculty member

- Taught classes in Education and Information Systems.
- Was responsible for all technology support, maintenance and training for both campuses.
- Upgraded all computers for both sites.
- Implemented procedures for e-mail and Internet access for students, faculty, and staff.
- Maintained the College web site.
- Served on Faculty Senate.
- Added 20 new technology courses to the curriculum.

Spectrum Learning Centers, Sharonville, Ohio 8/28/02 to 1/2009
Vice President of Operations and Co-owner

Responsible for all facets of managing the educational services component of a small computer training organization.

- Hired, evaluated, mentored, and trained all instructors
- Evaluated all curriculum, training modules, textbooks and instructional media
- Documented and implemented all company processes and procedures
- Processed all financial transactions for the company including A/R, A/P, payroll, benefits

Access Systems LLC, Cincinnati, Ohio. 3/99 to 3/02
Director of Technical and Educational Services

Responsible for direct management of 11 technical and educational consultants for a Document Management and Workflow software reseller and service provider. Specific duties include:

- Scheduled resources for customer and internal projects
- Hired, mentored, evaluated, and trained associates
- Managed the department budget
- Delivered custom training on Cimage and Staffware products installed on NT/UNIX using Oracle/SQL database
- Created, reviewed, and revised training documentation
- Delivered presentations to customers regarding Technical and Educational Services offerings
- Provided training in Cimage document management and Staffware workflow products

Great American Life Insurance Company, Cincinnati, Ohio 7/97 to 3/99
Training Manager

- Managed a department of 10 instructors in a large financial organization responsible for delivering training to all newly hired employees in the company.
- Developed 31 new technical and soft-skills training courses
- Revised 33 fixed annuities training courses
- Created an extensive train-the-trainer program for new instructors
- Coordinated system upgrade training for 1200 individuals
- Doubled the department size from 5 to 10 employees within the first six months

- Implemented an employee recognition program for all departmental associates

Innovative Micro Technologies, Sharonville, Ohio 1/95 to 8/97
Director of Curriculum and Instruction

Responsible for management of instructors and office staff and daily operation of a software training company (promoted to this position after 6 months as an instructor)

- Increased overall instructor evaluation scores by 20%
- Designed and implemented an in-house courseware development department
- Developed an intense train-the-trainer program for newly hired instructors

Software Instructor

Responsible for delivering software application training for corporate clients

- Developed and taught over 20 different courses on various DOS, Windows, and MacIntosh software packages at the Introductory, Intermediate, and Advanced levels.

Northern Kentucky University, Technologies Division 4/95 to 12/96
Evening Instructor

Taught the following classes: Time Management, Administrative Communications, and Business Communications

Cincinnati State Technical and Community College, Business Tech. 1/88 to 6/90
Adjunct Instructor

Responsible for teaching business and computer application courses to students pursuing various 2-year degree programs. Taught the following classes: Introduction to Marketing, Word Processing I and II, Computerized Business Applications, Word Processing Concepts, LOTUS 1-2-3 Introduction and Advanced, Word Processing Simulation, Typing I, II, III, and IV, Gregg Shorthand, and Notetaking

Oak Hills High School, Cincinnati, Ohio 8/87 to 6/88 and 8/90 to 6/94
Business Teacher

- Taught the following classes: Typing 1 and 2, Integrated Office Applications, Gregg Shorthand, Notetaking, Word Processing
- Trained all district secretarial staff on advanced features of WordPerfect
- Network administrator for two IBM computer labs with 57 workstations, 2 file servers, and 6 printers

PROFESSIONAL AWARDS

Service Group of the Year Award (2011) awarded for excellence in supporting initiatives in the Milford Delivery Center of Tata Consultancy Services.

State of Ohio Teacher of the Year (1992) awarded for innovative use of computer technology in a secondary classroom

Special Achievement Award, Southwest Ohio Business Teachers (1991) awarded for the development of a training program for district secretarial staff to increase their productivity using WordPerfect

PUBLICATIONS/PRESENTATIONS

“Strategies for Engaging Students in your Hybrid Course,” presentation at Kentucky Converging Trends Conference, 2011

“Bridging the Gap Between IT and Faculty - Developing Effective Training Partnerships,” presentation at GCCCU SOCHE Higher Education Conference, 2011

“Reality TV, YouTube, and Social Networking in the classroom,” presentation at Kentucky Convergence Conference, 2010

“Top 10 Mistakes New Online Instructors Make,” presentation at Kentucky Convergence Conference, 2010

“Developing Strategic Teacher Technology Partnerships,” Learning and Leading with Technology, Fall, 2005.

“Making sense of the IT industry for non-IT professionals,” Presentation for Ohio Rehabilitation Commission, Tiffin, Ohio, July 20, 2005.

“How to identify, recruit, and hire outstanding software trainers,” Training Magazine web publication, July, 2004.

“The Impact of Technology on Finding Personal and Professional Balance,” Presentation at Quest for the Best Conference, Proctor and Gamble, May 12, 2004.

“The State of Careers in the IT Field – How do Specific Technical Skills Map to Job Titles?” Presentation to Ohio Bureau of Vocational Rehabilitation, August 17, 2004.

“Technical Education vs. Technical Training.” Presented to South Western Ohio Rehabilitation Association Conference, September, 2001 for Career Blazers Learning Center.

“Tough Times; Simple Solutions. Get the Skills Employers Want,” The Cincinnati Enquirer, January 12, 2003.

Evaluating training program effectiveness using the Kirkpatrick Model. Doctoral Dissertation, June, 1999. University of Cincinnati

“Student perceptions of training effectiveness – required vs. voluntary.” Readings in Curriculum and Instruction, spring, 1997.

PROFESSIONAL REFERENCES

Available upon request.