

Jennifer Livengood, PhD

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EDUCATION

University of Illinois at Urbana-Champaign

Doctor of Philosophy, Major: Recreation, Sport and Tourism May 2007

University of Illinois at Urbana-Champaign

Master of Social Work, Major: Community Mental Health Dec. 2001

Southern Illinois University at Carbondale

Bachelor of Arts, Major: Psychology May 2000

Web Development

- HTML, CSS, JQuery
- Amazon Web Services (AWS): S3, RDS, EC2, Route 53
- Content Management Systems (CMS)
- Google Apps and APIs
- Bootstrap
- Windows/Mac, Apache, MySQL, PHP
- WordPress
- GitHub
- Responsive and mobile coding and design

Learning Management Systems

- Canvas
- Blackboard Learn
- Moodle
- Sakai

Collaborative Tools

- Adobe Connect
- Skype
- Poll Everywhere
- Google Hangouts
- GoToMeeting
- Wikis and blog
- Online discussions

Design and Multimedia

- Photoshop
- Articulate Storyline
- Axure
- QuickTime
- Wireframing
- Storyboarding
- Template development
- User-centered design

PROFESSIONAL EXPERIENCE

Instructional Technologist

Harvard Kennedy School, March 2017 – June 2017 (Time Limited Position)

- Created Canvas development sites to use in the first year of the Bloomberg Harvard City Leadership Initiative.
- Tested Canvas and website configurations to work on computer and mobile technology platforms.
- Troubleshooted user issues with HTML and CSS in email communications.
- Integrated Google Sites into Canvas to create responsive web pages that were viewable on computer and mobile devices.
- Researched the usability of the Canvas mobile app to meet the needs of the program participants.

Instructional Designer

Brandeis University, March 2015 – March 2017

- Developed and designed website projects for individual faculty grant projects.
- Created separate Moodle instances to test plugins and features to support advanced faculty projects.
- Installed and administered WordPress sites and train faculty and students on how to use the features to maintain their websites.
- Provided consultation and support to faculty in designing their online, blended, and face-to-face courses.
- Recommended current academic technology to enhance online, blended, and flipped courses.
- Supported faculty in their use of the Moodle learning management system.
- Developed dynamic learning experiences to enhance online, blended, flipped, and face-to-face courses.
- Collaborated with faculty to problem-solve issues encountered in facilitating and delivering course materials in an online environment.
- Designed methods of course delivery that were accountable to course and program outcomes.

Learning Experience Designer

Six Red Marbles, Oct. 2013 – Jan. 2015

- Built courses and solved technical issues with HTML and system settings in the Blackboard learning management system.
- Created and delivered trainings to help staff learn PowerPoint, Blackboard, and HTML.
- Developed design concepts for two new content management systems and communicated the technical details to a team of IT developers.
- Conducted a discovery phase needs assessment and provided recommendations for a future graduate-level online education program at a major US higher education institution.
- Led a team of freelance course developers to create and improve over 50 graduate-level online courses in a range of disciplines at three universities.
- Consulted with subject matter experts at three universities to create course learning objectives that aligned with program outcomes.
- Collaborated with subject matter experts to design course learning experiences that directed student learning based on current learning theories and practices.
- Coordinated timelines, staffing, communication, and deliverables for over 50 course development projects with aggressive deadlines.
- Onboarded and trained new freelance course developers regarding client expectations, procedures, communication preferences, and timelines.

Instructional Designer

Boston University Distance Education Department, Oct. 2011 – Oct. 2013

- Built six new courses and troubleshooted HTML, CSS, and XML coding issues in approximately 10,000 pages of course content.
- Improved instructors' delivery of their online courses by training faculty on relevant technology and how to connect these features to course learning outcomes
- Led team of two staff to accurately migrate the Certified Financial Planning Program, which included courses on retirement, tax, investments, estate planning, and insurance for the Center for Professional Education.
- Trained onsite faculty and administrators on new features of the Blackboard Learning Management System.
- Generated solutions and programmed algorithms for course content and exam delivery issues.
- Developed strategic learning solutions and instructional design principles with faculty and administrators to improve five current courses and develop a new online program.
- Collaborated with media professionals and subject matter experts to develop ideas for learning objects and instructional videos for current and new online courses.

Assistant Professor

University of Nevada, Las Vegas, Harrah College of Hotel Administration, Aug. 2007 - Aug. 2011

- Developed high quality online courses using a variety of learning technologies and online course platforms.
- Consulted frequently with onsite departmental faculty regarding learning technology and operation of course management software.
- Guided onsite faculty development in creating their professional web pages and the update process through creation of detailed instruction sheets and onsite technical support.
- Instructed and prepared curriculum for 16 courses (two graduate level) and taught over 400 students, including three new online courses covering numerous subjects in the field of hospitality management.
- Developed lectures, assignments, and assessments for in-person, online, and hybrid courses to match various learning styles and learning outcomes and create an experiential course environment.
- Instructed four program development and evaluation courses that developed students' ability to plan, implement, and evaluate multiple types of hospitality-related events and programs.