

## Towanda Yvette Jones

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**OBJECTIVE:** To obtain a project management/coordinator position involved in instructional design and training and development in higher education for students, faculty, and administrative staff as well as new opportunities to advance my professional development skills.

### COMPUTER SKILLS

- **Web Development Tools:** Adobe Dreamweaver CS4, and Microsoft FrontPage, Adobe Contribute, Web Developers Tool, TextPad, EditPlus, Linkbot Developer Edition, and WebTrends
- **Web 2.0 and Social Media Tools:** Facebook, Twitter, Blogger, Flickr, YouTube, Delicious, Digo, and Google Docs, Calendar, Wave, Groups, and Alert
- **Graphic Design and Multi-Media:** Adobe Fireworks, Flash CS4 and Photoshop CS4, FinalCut Pro Express, iPhoto, iMovie, and iDVD, Audacity, and Garage Band
- **Instructional Design and Learning Management Systems:** WebTycho, Wimba, Adobe Connect, Skype, and SkillPort
- **Other Software:** Microsoft Office2007 Suite, and Acrobat Reader, Distiller and Exchange 9.0
- **Languages:** XHTML, DHTML, HTML, CSS, MySQL, JavaScript, and LaTeX/TeX
- **Databases:** Microsoft Office Access
- **Platforms:** Windows XP, OSX, UNIX, and MS-DOS

### PROFESSIONAL COMMUNICATION SKILLS

- Sharp, innovative, fast learner; ability to adapt quickly to challenges
- Excellent organizational skills and attention to details
- Efficient under deadlines and multiple simultaneous projects
- Strong written and verbal communication skills

### PROFESSIONAL ACCOMPLISHMENTS

#### INSTRUCTIONAL SUPPORT SPECIALIST

- Work with Web Marketing in developing a prototype for UMUC Departmental Web sites, including its design, layout, user interface, and information architecture.
- Project leader in developing guidelines, procedures and instructions for the implementation of UMUC Departmental Web sites for the School of Undergraduate Studies (SUS), Graduate School of Management and Technology (GSMT), and Center for Support of Instruction (CSI).
- Provide usability testing of the Web site template to ensure the design and functionality meets the requirements and specifications.
- Project leader in developing a prototype for UMUC's Academic Podcasting Initiative including its design, layout, user interface, information architecture, guidelines, and procedures.
- Provide leadership in creating standard template for the Master of Business Administration (MBA) Newsletter, including its design, layout, user interface, and information architecture.
- Work with multi-media team in CSI to produce and edit audio and videos for various projects.
- Help facilitate hands-on training to faculty and staff in CSS/XHTML, Adobe Connect, and Adobe Contribute.
- Facilitate faculty knowledge-sharing, just-in-time training, and other communications (via *DE Oracle @ UMUC* and other means) relevant to quality setup and management of online classrooms and evolving UMUC department or program procedures.
- Design, develop, and implement online instructional materials or procedural enhancements as requested and appropriate, in consultation SUS, and GSMT.
- Project leader in the design of a model faculty online classrooms for program directors in the SUS and GSMT where UMUC Adelphi, Europe and Asia faculty members can retrieve and share UMUC-wide and discipline-specific information and resources.
- Identify, monitor, and report on classroom quality indicators for course delivery and management, and follow up as appropriate to address deficiencies; specifically, conduct visits each semester to all GSMT online classrooms at minus 1 week and at weeks 5-6, and promote scalable systems solutions to quality classroom monitoring.
- Support and troubleshoot technical issues for hardware, software, and systems related to course delivery, where those issues are not addressed by other entities.

**WEB DESIGNER**

- Manage, develop, and maintain UMUC's Web site and information architecture.
- Member of UMUC's Web team setting protocols, standards and procedures for the university's Web site.
- Develop and test Web site in accordance with the World Wide Web Consortium (W3C) standards, Web usability guidelines and functionality across multiple browsers.
- Work with Web team in selecting Content Management System (CMS) for the redesign of UMUC's Web site.
- Establish standards for Web templates using Cascading Style Sheets (CSS).
- Knowledge of ColdFusion Web-based application for developing dynamic database-driven Web pages using Access Database and MySQL.
- Project lead and programmer for re-engineering the information architecture of UMUC's Web Services Request Form using wireframes.
- Administrator for UMUC's Intranet, including planning, project management, technical support, staff training, research and heading redesign effort.
- Member of UMUC's cross-divisional PeopleSoft Portal team ensuring integration with intranet, UMUC Web site, and content management system (CMS).
- Work with content managers, end users for Intranet updates, training, and accessibility.
- Create and edit photos and images for use on the Web.
- Project lead in re-engineering Graduate School of Management and Technology Web site. Areas included Admissions, Registration Services and Resources to reflect current Graduate School Catalog.
- Coordinate with other Unit Web Specialists and Information Technology Team in planning future Web marketing strategies.
- Provide training to graphic designers in Web design and development.
- Assist webmaster in running site analysis using WebTrends.

**INFORMATION TECHNOLOGY SUPPORT ASSOCIATE**

- Design, develop, and maintain Internet Web architecture including standards and procedures.
- Develop and implement Web content, network security and applications integration.
- Understand bandwidth limitations and user hardware and software constraints.
- Create visual imagery and technical enhancements, i.e., video, audio and simulation.
- Improve electronic media, i.e., appearance and style of output.
- Remain current on new software applications, technologies, and copyright and ethical issues.
- Interface and coordinate with departmental computing staff to resolve networking protocol issues.
- Design, digitize and maintain graphical library available in CD ROM format.
- Write content and design layout for Center for Satellite and Hybrid Communication Networks brochures.
- Research, and evaluate software applications to develop and deliver Web-based course materials. Write instructional materials, conduct training workshops, and provide technical support to instructors and students.
- Provide computer support to end-users on software, hardware and LaTeX/TeX programming issues.
- Conduct IT training courses and provide reference manuals accessible electronically.

**DATA PROCESSING PROGRAMMER/WORD PROCESSING OPERATOR SCIENTIFIC**

- Prepare scientific text documentation that includes creating and integrating complex graphics.
- Analyze and determine efficient programming approach for multi-platform environment, in relation to machine capabilities and output requirements when preparing camera-ready documents.
- Write and test macro programs in accordance with specifications without impact on performance.
- Assist end-users with developing macros, detecting program errors and writing application codes.
- Design and maintain database using FileMaker Pro.
- Assist lab managers with costs and procurements of approximately \$600,000.
- Supervise work-study students in general computer and office responsibilities.

**PUBLISHED ARTICLES (*DeOracle @ UMUC*)**

- [TVnima Best Practices](#), published: January-February 2010
- [Best Practices for High-Quality Audio](#), published: May-June 2009
- [Video Screen Capture Best Practices](#), Published: November-December 2009
- [A Flash Learning Object of the OSI Model](#), Published: July-August 2008
- [Using Simulations to Enhance Online Learning](#), published: July-August 2007
- [Adding Flash Video to an Adobe Captivate Project - Part I](#), published: September-October 2007
- [Adding Flash Video to an Adobe Captivate Project - Part II](#), published: November-December 2007

**CONFERENCES AND PRESENTATIONS**

- Presented "[Demonstration Using TVnima for Creating Multimedia Presentations](#)" at the Third Annual Mid-Atlantic Conference—Promoting Student Success, College of Southern Maryland, October 23, 2009.
- Co-presented "[Web 2.0: Engaging Students in the Online Classroom](#)" at the Second Annual Mid-Atlantic Conference—Promoting Student Success, College of Southern Maryland, October 24, 2008.
- Panel and Participant Discussion "[Web 2.0: Engaging Students in the Online Classroom](#)" at November, 2008 MDLA Conference.
- Co-developed and presented poster session on "[Improving Online Learning Through Simulation](#)" at the 2007 [New Media Consortium](#) (NMC) Conference.

**WORKSHOPS AND TRAINING**

- Taught 0909CTLA5081109 Enhanced Tycho Training
- WebTycho Training Hands-on Training — DM Students (coordinator and instructor)
- Adobe Captivate 2 Hands-on Training (lab assistant)
- Introduction to Adobe Flash Hands-on (coordinator and lab assistant)
- XHTML/CSS (Hands-on) (coordinator and lab assistant)
- Adobe Connect (coordinator)

**PROFESSIONAL EXPERIENCE**

Nov 2006 – Present	<b>Instructional Support Specialist</b>	University of Maryland University College, Office of Information Technology, Adelphi, MD
Dec 1999 – Nov 2006	<b>Web Designer</b>	University of Maryland University College, Office of Information Technology, Adelphi, MD
June 1996 – Dec 1999	<b>IT Support Associate</b>	University of Maryland, Institute for Systems Research and Center for Satellite and Hybrid Communication Networks, College Park, MD
Feb 1988 - June 1996	<b>Data Processing Programmer</b>	University of Maryland, Institute for Systems Research, College Park, MD

## **OTHER RELEVANT EXPERIENCE**

### **FREELANCE WEB DEVELOPMENT AND DESIGN**

- Manage, create and maintain Web sites for small businesses and non-profit organizations.
- Provide wide range of Web solutions such as Web design, hosting, domain name registration, e-commerce, and marketing strategies.
- Consult with client to define information architecture strategies for projects.
- Develop deliverables ranging from wireframes, and database-driven e-commerce Web sites which includes usability testing.
- Hire, and collaborate with contractors on specific projects as needed.
- Setup and maintain search engine optimization for clients using services such as Yahoo.

### **EDUCATION**

University of Maryland University College, September 1991 - August 2001

Bachelor of Science Degree in Information Systems Management and Computer Studies

### **PROFESSIONAL PORTFOLIO**

- Web Design and Development – <http://www.te-ja.com/portfolio/web.html>
- Instructional Development – <http://www.te-ja.com/portfolio/instructional.html>

## REFERENCES

### **Kathleen Puckett Ford**

Director, Center for Support of Instruction (CSI)  
Office of Instructional Services and Support  
Academic Center at Largo  
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