

Résumé

Introduction/Skills

I have two baccalaureate degrees and have worked in the Information Technology field since 1999. I completed a Master's Degree in Educational Technology with a 3.9 GPA in December 2009. I have many talents and interests such as Instructional Design, ADA accessible Web sites, and Graphic Design.

My LinkedIn public profile is available at <http://www.linkedin.com/in/kenmuessig>

Currently I am working on a Master's Degree in Educational Technology. I have gained knowledge of the following areas:

Software:

- **Operating Systems**
 - Microsoft Windows 98, 2000, XP, Vista, and 7
 - Apple Macintosh OS 9.x, and OS X v.10.x
- **Microsoft** — Office (versions 97 to current of Word, Excel, and PowerPoint), SharePoint, SharePoint Designer, and Visio
- **Adobe** — Photoshop, Flash, FireWorks, Dreamweaver, Acrobat, and Distiller
- **Internet and Web related** — RedDot CMS (server management, templates, and project & site management), BlackBoard CMS/LMS (Course design and management), Camtasia, Elluminate, SFTP, SSH, Skywire knowledge base, Internet Explorer, FireFox, Netscape, Opera, Camino, Flock, Strider, and Safari

Other skills:

- Instructional Design
- Certified Elluminate Moderator
- Hardware support for PC and Macintosh
- Can teach and lead workshops on a variety of Web 2.0 technologies (Wikis, Blogs, Social Networking & Bookmarking, Podcasting, Blogging, etc.)
- HTML/XHTML/XML handcoding
- Section 508 accessible Web site development
- Web Site and project management
- Working knowledge of Unix
- Working knowledge of Google Maps API
- JavaScript customization
- Document conversion
- PHP modifications

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Employment History

Present **University of Arkansas**

to

Jan 2001

University Information Technology Services (formerly Computing Services) Department

155 Razorback Road ADSB, Fayetteville, Arkansas 72701

Information and Web Development Division

- In October of 2009, I was promoted to the title of Instructional Designer. In alliance with one other Instructional Designer, we are leading a project to train and assist instructors in the College of Fulbright to start and grow their offerings of Oncampus Online Courses.
- In May of 2009, I was promoted and given the additional responsibility of assisting the existing BlackBoard administrator with an upcoming upgrade. Primarily, I will help with the transition and training of the existing faculty and instructors.
- In June of 2008, I was asked to join a departmental Web Council in charge of helping all Web master under the Business Affairs umbrella. I assist the Web masters in either updating templates or converting their Web sites into RedDot.
- Spring of 2008, completed a CSS redesign and implementation of templates throughout Web site.
- In August 2003, I was put in charge of a new project for Computing Services. The [University of Arkansas](http://www.universityofarkansas.edu) purchased a Content Management System called RedDot (www.reddot.com), which is based on XML and uses MS SQL extensively. My responsibilities were to convert the current Web site from standard HTML to the new CMS. Tasks included:
 - Constructing templates for standardization of design and ADA compliancy
 - Reorganizing the site of 670+ HTML files
 - Removing the previous HTML formatting and depreciated tags, and convert the code to XHTML and make use of CSS
- Responsibilities include: Developing, editing and maintaining informational content for the department's Web site with two other employees.
- Also campus wide support for Dreamweaver, Photoshop, HTML, Ricochet (a homegrown HTML form program) and Web site management.
- Managed a Macintosh computer laboratory of 21 Macs for 2 years. During this time new G4s were purchased, and I installed OS X and managed them via CarbonCopyCloner (<http://www.bombich.com/software/cccl.html>).
- Managed a computer laboratory of 18 PCs for 2 years. When inherited, they were Win95 individually configured. When relinquished they were Win2000 and being imaged and managed with Altiris Imaging software (<http://www.altiris.com>).

Jul 2000 **University of Arkansas**

to

Jan 1999

Computing Services Dept.

155 Razorback Road ADSB, Fayetteville, Arkansas 72701

Help Desk Technician (Part-time)

Responsibilities included: Providing telephone and occasionally in-person support to customers with various technical issues; responding to customer e-mail assistance requests; and other duties as assigned.

Position required:

- knowledge of Windows 95, 98, ME, and 2000, and Apple Macintosh OS 8.x and OS 9.x (particularly dial-up, modem settings, browsers, e-mail settings, and any commonly used applications such as the MS Office suite, Pine, Unix);
- skill at obtaining information from others over the telephone;
- the ability to explain concepts and complex directions verbally;
- the ability to calm angry or upset customers;
- the ability to adopt and adapt new skills and technologies as needed;
- attention to detail;
- teamwork, tact, diplomacy, and patience.

Aug 1989 **Various Restaurants:**
to

May 1999

El Chico's, Ozark Brewing Co., Campbell St. Bistro, Touché Bistro, Nick's Fine Steaks and Seafood

Conway and Fayetteville, Arkansas

Performed a variety of jobs:

Cook, Waiter, Bartender, and Assistant Manager

Worked my way through college, and in doing so learned how to work under pressure, work well with others, manage time, multi-task, and perhaps most importantly I gained people skills.

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Educational Background

University of Arkansas

Fayetteville, Arkansas

Spring 1993-1997

Bachelor of Arts received, May 1997

Major: English

Bachelor of Arts received, May 1997

Major: Philosophy

University of Central Arkansas

Conway, Arkansas

Spring 1989 - Fall 1992

Majors: Physics, Psychology, Philosophy, English

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Awards & Certifications

Awards:

- University of Arkansas, Employee of the Quarter 2004-2005

Certifications:

- CompTIA A+ Certified
- Dell Certified Technician 2002 (Certified on Precision WorkStations, Optiplex and Dimension Desktops, Latitude Notebooks)
- ComputerMaster Troubleshooting and Maintaining the Macintosh 2001

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