

Sean Pearson, IOM

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EDUCATION

The College of William and Mary Williamsburg, VA May 2002
Bachelor of Science in Computer Science; Secondary concentration: Elementary Education.

Institute of Organizational Management, US Chamber of Commerce 2007-2010
Four year nonprofit organization management training program. Madison, WI

SKILLS

Versed in: DMG Database System, Securexam Grader, Microsoft Office, Windows, Outlook, Lotus Notes, HTML, CSS, JavaScript, Quicken, KMx Learning Management System, Scantron Scanbook, etc

WEBMASTER EXPERIENCE

Created and maintained six individual non-profit or education websites. In addition, maintained two additional websites. Examples are located at <http://www.iollan.com/archive>.

EMPLOYMENT EXPERIENCE

Institute of Real Estate Management Chicago, IL 2006-2009

Supervisor, Education Records August 2008 - December 2009

Education Records Administrator May 2007 - August 2008

Education Records Coordinator August 2006 - May 2007

- Supervised all tasks related to post course processing and management of education related records. Interviewed, hired, trained, and managed the Education Records Processor.
- Managed project to translate post course evaluation forms into six different languages and convert them into Scantron documents. Worked with vendor to provide reference documents, quotes and samples.
- Implemented "green" procedures by transitioning documents to online format, mailed documents to email format, and storing reports electronically.
- Served as an integral part of the IREM Web Team focusing on ensuring the accuracy of all education related items.
- Managed education records budgets totaling \$100,000.
- Trained the new Student Liaison on Proctor and independent exam related tasks.
- Processed all online, classroom, international, home studies courses, and credentialing exams to ensure proper credit.
- Decrypted electronic exams with Securexam Grader.
- Processed continuing education documentation requests for students with real estate licenses.
- Suggested Association Management System (DMG) upgrades to streamline course processing procedures such as changes in the data upload process and user displays.
- Updated DMG to accurately represent confidential personal information received from IREM[®] members from approximately 600 course annual offerings. Identified duplicate records and condensed and purged these records.
- Coordinated administration of individually offered credentialing exams by managing the proctor program; renewing contracts, approving and assigning Proctors, tracking outstanding exams, and processing payments for Proctors.
- Implemented online procedure to track outstanding courses.

- Ensured accuracy of student transcripts and generated official transcripts and submitted them to students or colleges directly.
- Coordinated weekly distribution of results mailings and marketing documentation to students.
- Maintained inventory of, and ordered replacements for, post course processing materials.

Achievements:

- Analyzed current needs related to post course processing and compiled job descriptions for the Supervisor, Education Records and Education Records Processor positions.
- Served on the review committee for a new learning management system, evaluating proposals and participating in demos.
- Completed training on learning management system, KMx and initiated a pilot to test moving exams from paper to electronic format.
- Served on review committee for the selection of a new association management system.
- Developed the process manual for education records staff and trained each new staff person on the position's responsibilities.
- Revised completion, processing, and result related materials for the premier designation's management plan requirement.

Jamestown-Yorktown Foundation Williamsburg, VA

October 2004 - September 2005

Office Services Specialist

- Provided primary administrative support to the Office of Training and Special Services.
- Utilized Access to perform daily data entry of staff training information including registrations, cancellations, and attendance. Utilized mail merge to distribute class information to registered staff. Provided departments with monthly attendance reports and generated transcripts as requested.
- Developed online training program by utilizing HTML and CSS to convert six tutorials into online modules, with interactive quizzes, and maintained these on the Foundation's Intranet.
- Assisted in the coordination of Foundation's comprehensive training program by consulting with instructors to obtain class time, location, and delivery mode to reserve rooms and audiovisual equipment for an average of fifty quarterly class sessions.
- Developed four quarterly training catalogs by merging instructor's requests with course information from an Access database into a Word document.
- Scheduled bi-monthly meeting of the sixteen-member Training Advisory Committee. Utilized Word to compose and distribute the agenda and minutes.
- Completed quarterly reports to track several class trends, including attendance, evaluation, and cost, and subsequently reformatted this process to cut completion time by two thirds.

Achievements:

- Assisted in preparation and instruction of one intermediate and two introductory classes on Outlook.
- Utilized Excel to compile a twenty-three page report comparing results from previous quarterly reports spanning a five-year period.

Hampton City Schools, AWE Bassette Elementary, Hampton, VA September 2002 - June 2003

Third Grade Team Teacher

- Fostered growth of technology by serving at the principal's request as a Technology Committee Co-Chairperson and as the school's technology facilitator.
- Facilitated the principal's goal of 100% staff completion of Technology Standards certifications by school year's end. Instructed teachers on integration of technology into

lessons through after school staff development sessions, team meetings, and the creation of eight technology tutorials.

- Presented Science and Social Studies lessons in a visual and technical manner by creating interactive computer lessons displayed via a presentation television.
- Provided informal technical support in a Macintosh environment based on request forms submitted from teachers and staff. Installed new software trained teachers on software utilization.

Achievements:

- Developed two technology related resources shared throughout the district: Science and Social Studies Inspiration Jeopardy games and an Outlook Express Tutorial.
- Coordinated with a technology administrator from a local college to help determine upgrades to the school's CCTV studio.

SPECIAL INTERESTS

- Interested in learning new technologies and techniques to improve workflow and customer experience.
- Expertise in Celtic culture and history and visiting Ireland. Maintain a calendar of 200 Celtic festivals and events around the world.
- Served as Webmaster, Treasurer, and Youth Officer for a chapter of the Society for Creative Anachronism, a medieval creation group.
- Serve as Webmaster for the 2010 Midwest Institute class.

References available upon request.