

Deborah J. Goins

544 Oakdale Drive, Manhattan, KS 66502 | 785.410.5178 | eflat@ksu.edu or dgoins1@g.emporia.edu

Instructional Designer

Motivated and results-focused IT Specialist with more than 16 years of experience spearheading complex and effective projects for diverse populations, including higher education, small business, franchise, and corporate business. Possess a combination of technology training, project management, team leadership, and information technology skills. Demonstrated ability to catalyze lucrative results, while complying with budget and time constraints. Seek to benefit a top organization by improving performance, return on investment, and quality through successful project implementation.

Areas of Expertise & Technical Skills

- Instructional Design
- Business Analysis
- Software Configuration
- Team Manager & Leader
- Cultural Sensitivity
- Upgrade & New Technology
- Technical Training & Support
- Stakeholder Communication
- Recruiting, Hiring, & Discipline
- Privacy Regulations
- User Documentation
- IT Staff Support
- Change Management
- Project Management
- MS Office Suite Specialist

Professional Experience

KANSAS STATE UNIVERSITY, Manhattan, KS

2010-Present

Technology Trainer (Information Technology Assistance Center)

Key Projects:

Lead Canvas Trainer (2013-Present)

- Organize training, programs, schedule, learning and enrollment opportunities.
- Design functional training to support instructors and staff at various levels of technical proficiency.
- Develop and deliver multi-faceted training with online, face-to-face, and hybrid instruction methods.
- Measure effectiveness of offering through surveys, feedback sessions and other evaluation tools.
- Collaborate with subject matter experts to evaluate future integration requirements.
- Assemble and lead the development team to enhance end-users experience.
- Participate in implementation, training, and communication team meetings.

Technical Trainer (2013-Present)

- Design trainings to meet the needs of the IT Help Desk consultants.
- Offer technology training opportunities for campus-wide users.
- Develop utilizing varied instructional and delivery methods, including web-based documentation, user guides, and other instructional materials.
- Maintain material relevancy through routine updating.

IT Help Desk Supervisor (2013-Present)

- Resolve multiple issues effectively by serving as Tier 2 support for the Help Desk consultants.
- Insure support consistency by remaining up-to-date with the latest developments in relevant technology.
- Teach classes and answer technical questions regarding Microsoft Office products, enterprise university systems, and other software applications.
- Improve staff productivity by monitoring attendance, shift changes and substitutions, performance evaluations, and promoting proper work behavior.
- Safeguard the privacy of end-user information.
- Oversee the daily performance of support systems and networks, attend weekly meetings, and participate in the recruiting, hiring, and on-boarding of student employees.

Professional Experience Continued

Student Consultant (iTAC Help Desk) (2010-2012)

- Provided Tier 1 diagnostics and troubleshooting support to assist constituents with enterprise systems.
- Evaluated information to accurately diagnose and resolve system issues.
- Assisted customers with wireless configuration, mobile device setup, software upgrades, and reformatting computer operating systems.
- Effectively addressed changing technology environments by remaining flexible and adaptable.

COLDWELL BANKER REALTY GROUP ONE, Manhattan, KS

2006-2010

Office Administrator

Ensured the seamless implementation of innovative operating procedures. Developed strategies to meet the needs of the current market by upgrading information technology and internet service providers. Trained Realtors in the use of updated computer applications. Acted as the technology specialist to streamline colleague support.

Key Accomplishments:

- Designed and launched a new interactive website featuring a searchable map.
- Monitored trends and advised brokers of current technology to improve efficiency and drive sales.
- Presented monthly market analysis reports to predict future markets

KANSAS STATE UNIVERSITY, Manhattan, KS

1999-2006

Senior Administrative Assistant

K-State Research and Extension, Department of Agricultural Economics (2001-2006)

Improved productivity by training faculty, staff, and graduate students in advanced functions of Microsoft Office Suite. Developed complex and technical presentations, manuscripts, dissertations, theses, and reports. Enhanced usability of departmental websites, including building new pages, updating websites, identifying and repairing broken hyperlinks, and assisting faculty with postings.

Key Accomplishments:

- Illustrated economic trends and created thematic maps and graphs by retrieving, analyzing, and reporting raw economic data.
- Independently coordinated conference details, including budgeting, marketing, and logistics, along with publishing conference materials and proceedings.

Senior Administrative Assistant

KSU Post Office, Division of Facilities (1999-2001)

Streamlined procedures to improve efficiency, including independently planning and coordinating essential functions, ordering stamps and supplies, accounting for stock and monies deposited daily, and ensuring a balanced budget for annual federal audits.

Key Accomplishments:

- Built and upheld stakeholder relationships by providing the campus community with accurate information, proper forms, and friendly federal-level postal service for both domestic and international mail.

Previous positions include Receptionist and Paraprofessional for SRS, State of KS and Receptionist and Clerk Typist for Peabody TecTank.

Education & Training

Master of Business Administration, Information Systems, Emporia State University, Emporia, KS, **August 2017**

Bachelor of Science, Information Systems, Kansas State University, Manhattan, KS, **December 2012**

Associate of Science, Business Administration, Colby Community College, Colby, KS, **December 2009**