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| **Emilie Austin** | Emilie.austin@yahoo.com  [www.linkedin.com/in/emilie-austin/](https://www.linkedin.com/in/emilie-austin/)765-667-6157  |
| **Senior Instructional Designer** |

Summary

Dedicated, forward-thinking, and diligent professional with over four years of achievement in instructional design, teaching pedagogies, and technology implementation. Resourceful and engaging leader with proficiency in directing large diverse teams while coordinating multiple projects. Advanced aptitude in data analysis and process optimization, promoting increased productivity and product enhancement. Exceptional interpersonal skills with demonstrated success in vendor communication and interdepartmental collaboration.

**PROFESSIONAL EXPERIENCE**

**University of Pennsylvania – Philadelphia, PA Nov 2017 – Present**

***Online Program Coordinator, Course Manager, and Course Operations Manager***

Direct Course Management team of four full-time professionals and over 150 student employees in operating MCIT Online Courses. Ensure that an average of 14 courses are fully staffed and up to standard for successful deployment. Collaborate with faculty for course preparation, troubleshooting, and feedback. Liaise with multiple vendors to resolve customer service requests and support stable workflow. Facilitate weekly team meetings to streamline internal communications and optimize organization and productivity. Serve as main point of contact for all team issues.

* Played crucial role in transitioning to 100% online services during pandemic. Generated best practice guidelines and providedtraining to faculty through webinars and one-to-one sessions.
* Grew online program from two courses for 200 students to 15 courses for over 1800 students.
* Created TA nurturing plan that increased student employee retention by 50%.
* Increased customer satisfaction by developing and implementing rotating on-call schedule for extended service hours.
* Uses a coaching manager approach to cultivating teams in their positions and careers.

**Dan Burke Photography – Philadelphia, PA Dec 2016 – Nov 2017**

***Videographer, Project Coordinator (Contract)***

Conducted freelance video and instructional design for University of Pennsylvania online learning department. Designed and launched 12 non-credit courses, providing continual support to faculty and teacher’s assistants. Coordinated partnerships with vendors and maintained continual communication to ensure timely project delivery. Administered project dashboard to track progress and conduct quality control.

* Gained thorough knowledge of screen capture software and served as subject matter expert.
* Assessed existing processes and devised new methods to support quicker project turnaround while upholding optimal standards.
* Recorded and edited 56 weeks of lecture material to be utilized by Penn Engineering Online Learning.

**Goorin Bros. – Philadelphia, PA Apr 2014 – Aug 2017**

***Merchant and Assistant Shopkeeper***

Processed all daily, weekly, and monthly paperwork and ensured all documents were appropriately organized and stored. Teamed with supervisor to analyze payroll and sales numbers to determine store profitability. Conducted outreach to form professional partnerships with local business owners, fashion bloggers, and non-profit organizations. Compiled weekly and monthly business recap to highlight business successes and identify market needs.

* Spearheaded monthly Assistant Shopkeeper conference calls for entire Eastern region, allowing assistants to discuss current challenges, exchange ideas, share successes, and build sense of community.
* Planned and coordinated special store events that generated average of 35% increase in sales.

**Legend Galleries – Philadelphia, PA Jun 2016 – Jan 2017**

***Gallery Liaison***

Coordinated day-to-day marketing and promotion strategies to gain exposure for gallery and increase art sales. Planned special events targeted to raise funds and showcase special exhibits. Tracked event spending and reviewed sales numbers to measure marketing effectiveness and utilized data to enhance future outreach efforts.

* Organized week-long series of gallery events for Homelessness Awareness Week, raising over $5K for local charity.

**EDUCATION and PROFESSIONAL DEVELOPMENT**

**Master’s Degree in Instructional Design and Technology (In progress)**

University of Purdue Global Campus

**Instructional Design Master Series Certification**

Online Learning Consortium

**Visual Teacher Specialization**

University of California

**Bachelor of Science in Photography**

The Art Institute of Philadelphia

**TECHNOLOGY**

Coursera, Canvas, Google Suite, Microsoft Office Suite, Zoom, Blue Jeans, Microsoft Teams, Gradescope, Codio, Camtasia, Airtable, LateX, Captivate, Canon and Nikon Operating Systems, Adobe Creative Suite

**VOLUNTEER**

Reading Recycled, Director of Development, 2018 - 2019

Philadelphia Reads, E-Learning, Book Bank, and Social Media Coordinator, 2017 - 2019

LUNGevity Foundation, Photographer, 2013 - 2018