
INSTRUCTIONAL DESIGN | RELATIONSHIP BUILDING | PROJECT MANAGEMENT | TRAINING & EDUCATION

STRENGTHS: LEARNER – ACHIEVER – RELATOR – FUTURISTIC – SELF-ASSURANCE

Currently pursuing remote work or relocation to Nashville, TN

PROFESSIONAL SUMMARY

- ☞ Project and Program Manager with over twenty years of experience in curriculum development, training, mentoring and coaching of teams, new hires, and transitioning employees.
- ☞ Over twenty years of experience analyzing processes, procedures, determining if change would be beneficial and implementing as needed, to include preparing training and facilitating cross training.
- ☞ Extensive experience supporting C-suite staff as well as analyzing business needs and pursuing new initiatives as needed.
- ☞ Areas of expertise include, but are not limited to, Project Management, Change Management, Curriculum Development, Instructional Design for Technical Software Training, and alignment of training to meet business goals.
- ☞ Music Theory curriculum redesign for three K-12 courses, equivalent to college Freshman level music theory, led to 1-1.5 increase in letter grade on Royal Conservatory of Music's theory exams. In 2014 moved courses online to self-paced and VILT format with associated study hall.
- ☞ Collaborative move of supervisor STOP Safety training from in person to VILT for CU Boulder Facilities Management.
- ☞ Curator and creator of AssetWorks software course for use by all staff at the university, including narrative, interactive experiences, narrated screen recorded technical software training, and board game style knowledge check.
- ☞ Experience working with A/R and GPS based learning experiences.
- ☞ Over eight years of experience managing and supervising teams to include oversight of probationary employees.
- ☞ Experience working with mergers and acquisitions through consolidation of work processes, licensing, and procedures.
- ☞ Extensive experience with the Microsoft Office Suite to include programming of macros to facilitate efficiency and effective work practices.
- ☞ Managed and developed forward plan, processes and training in conjunction with four projects to create or revamp a department, business or business workflow.
- ☞ Experience with analysis, executive discussion, and creation of training to support business goals.

SOFTWARE, SKILLS & QUALIFICATIONS

- | | | |
|-------------------|----------------------------|------------------------------|
| ☞ Articulate 360 | ☞ Microsoft Office Suite | ☞ Infographics |
| ☞ Microlearning | ☞ Zoom Trainer & Moderator | ☞ Course Design |
| ☞ Camtasia | ☞ E-Learning | ☞ Doodly |
| ☞ Audacity | ☞ Canvas LMS | ☞ Metaverse & ARIS Field Day |
| ☞ Adobe Photoshop | ☞ Website Design | ☞ Game Salad |
| ☞ Adobe InDesign | ☞ Google Forms & Docs | ☞ CPTM Certification |

Learning Technology • Customer Service • Team Building • Project Management • Data Analysis
Leadership • Agile Development • Serious Games • Interdepartmental Collaboration

"Working with Shawna is a real pleasure. Her positive outlook and can-do attitude, along with her determination, insures that she will tackle any task and see it through to completion. And her desire to learn, along with her creativity, leads to innovative approaches when taking on new projects, or improving existing ones. She definitely elevates any organization that she works with." – Tim Golden, Director, Distribution Services & Transportation, University of Colorado Boulder

PROFESSIONAL EXPERIENCE

University of Colorado, Boulder, CO

October 2014-present

- **Course creation within Canvas LMS;** New Hire, Safety, Supervisor, AssetWorks Software
- **Creation & implementation** of new hire onboarding experience and training program for two departments
- **Online & on demand trainer** to assist university staff with learning use of Surplus Property Software, AssetWorks
- **Managed upgrade project for AssetWorks software** including discussions and communication of change needed, follow up on rollout sprints, beta testing, and revamp of training material for campus users
- **Departmental liaison and committee member** for Infrastructure & Sustainability Training Working Group, Co-chair of Inclusive Excellence Committee, and Facilities Management Computer Literacy Program
- **Led initiative to move** supervisor STOP safety training online during COVID

Advantage Waypoint, LLC, Tampa, FL

December 2012-August 2014

- **Assisted with merger transitions 90 locations nationwide** working with business licenses, personnel, and HR
- **Developed cost-cutting procedures and captured ongoing 20% savings** on a \$296,570 spend on office supplies
- **Programmed first-ever comprehensive bonus-calculation sheet** for annual bonus payouts first quarter of 2013

Ronald Wolfe & Associates F/K/A Florida Default Law Group, LLC – New House Title, Tampa FL June 2010-December 2012

- **Initiated workflow revision and cross-utilization** to cut pending file management by 50% (down from 500 files), project included team training, data analytics and ongoing support through major process change
- **Managed department to close more than 40 files per month**, overseeing a team of four direct reports

Wendelken Studio of Musical Arts, Tampa FL

September 2011-May 2016

- **Created classroom curriculum** for three levels of music theory instruction equivalent to first year college theory
- **Responsible for test score increase on Royal Conservatory of Music Theory exams** of 1½ grade points based on new curriculum and classroom teaching structure
- **Moved classroom theory instruction** to an online environment in 2014

Liberty Tax Service, New Port Richey, FL

January 2009-June 2010

- **Quickly learned tax preparation functions** according to corporate policies and compliance with federal regulations
- **Assumed role as trainer** for incoming tax preparers to ensure smooth transition into annual tax cycle operations

"I highly recommend Shawna. She is a self-starter that always goes the extra mile." – Carolle Ryan, Owner Liberty Tax Service

Dynamic Title Services, LLC, Trinity, FL

April 2004-September 2009

- **Effectively reorganized company** managing all operational changes within 30 days due to new owner dynamics, including name change, LLC registration, licensing, software, banking, setup of payroll and accounting processes
- **Managed new software implementation** hired and trained staff to achieve recognizable results
- **Handled mortgage processing and financial services paperwork**, including paperwork for asset transfers in conjunction with broker change

"... Once again Shawna exceeded all expectations in learning a new career and management of her team. Shawna is an asset to any company in any position." – Joan Thiel Team Lead for REO Title Examiners, Branch Manager First American Title Insurance

Northwest Airlines, Inc., Tampa, FL

September 1987-December 2003

- **Assumed role of team lead**, onboarding trainer and probationary point person for new Work Force Management department
- **Monitored and maintained \$5M in seat revenue for air/sea passengers** through ongoing high-level account management and maximizing assets sold, acted as trainer for new staff joining the cruise desk
- **On floor assistant trainer** during software cutover six weeks after start date
- **Call Center Customer Service Representative** assisting customers with flight purchases, fares, schedule changes, etc.

"Shawna has an incredible ability to learn, or teach herself as needed, to resolve just about any challenge you throw in front of her. She is someone who can figure out what needs to be done and just does it, with the least amount of management from overhead, no hassles, no whining and best of all, it's done right and faster than you expected with a high degree of accuracy to boot. She loves to work, is self-motivated and did I mention – very low maintenance." – Tim Bechtold, VP, Customer Support, Jackson Hewitt Tax Service

EDUCATION, PROFESSIONAL ASSOCIATIONS & OTHER

Certified Professional in Training Management (CTPM), June 2022

MA, Learning Design & Technology, *Adult Education & Instructional Design*, University of Colorado Denver

B.Sc., Communications/Advertising, *Minors: Business Administration/German/Library Science*, Concordia College

CU Boulder HR & I&S Toastmaster's VP of Education 2021-2022

CU Boulder ISIEC, co-chair 2020-2022

Golden Key International Honors Society President, April 2020 – December 2020

Franklin Covey: Project Management Essentials, October 2018; **Critical Practices of Leading a Team**, October 2020;

The 7 Habits of Highly Effective People, March 2019

CU Grow, *Leading Through Change*, CU Boulder, October 2019

Crucial Accountability, CU Boulder, August 2019

Strategic Planning Workshop, Department of Financial Aid, October 2017

Crucial Conversations, CU Boulder, August 2017

Manager's Academy, CU Boulder, July 2016

Strengths Quest, CU Boulder, October 2015

True Colors, Florida Default Law Group, June 2011

Study Abroad Program, *Emphasis in Music*, Skiringssal Folkehoyskole, Sandefjord, Norway

Certifications & Licenses, *Tax Preparation Certification ~ Florida Notary License ~ Florida Dept. of Financial Services, Tile Insurance License*

Parent Youth Group Volunteer and Chaperone, First United Methodist Church New Port Richey, Florida and Tarpon Springs, Florida, 2005-2013.

Worship Leader, Calvary Foothills Church, Lyons, Colorado, 2019-present

SELECT PUBLICATIONS

Original piano compositions and piano cover songs for video game music, released on Spotify under *Stushnoff*, marketed by Sonderhouse, GameChops and Unplugged, *December 2020 to present*.

Stushnoff, Shawna Marie. 2013. *The Preparatory Music Theory Workbook, An Introduction to Music Theory*. Copyright 2013, Shawna ISBN 978-1-60458-995-5, Instantpublisher.com, 111pp.

Stushnoff, S.M. 2013-2017. *Basic, Intermediate & Advanced Music Theory, Online Courses: LMS WizIQ and LMS Electa-Live*