

Lacey Daniel

Career Objective

To progress in a career that utilizes my talents, leads to the development of others, and benefits my employer.

Professional Experience

National Heritage Academies

October 2013–Present

Instructional Designer

Grand Rapids, MI

- Work with subject matter experts to design, develop and deliver training.
- Provide consultation to content owners on best practices for training.
- Publish courses and upload to LMS.
- Help manage LMS.

Amway–North America

May 2012 – October 2013

Learning Technology Assistant

Ada, MI

- Update/recreate eLearning courses for mobile compatibility.
- Publish to and help manage LMS.
- Fulfill multimedia requests that support live training.
- Create documentation on processes.
- Convert and edit multimedia elements for training.

Grand Rapids Community College

December 2011 – August 2012

Information Technology Intern

Grand Rapids, MI

- Create communications that educate about information security.
- Create new hire module for Safe Colleges.
- Create training modules that educate on security awareness.
- Create a community of awareness campus-wide.
- Support and facilitate Learning Days and informational courses about security awareness.

Davenport University

May 2011 – December 2011

Learning Technology Assistant, Office of Performance Excellence

Grand Rapids, MI

- Assisted with coordination of Live Events and provided technical assistance.
- Edited digital video clips for use in e-learning modules and live presentations.
- Provided presentation design support for live training sessions, including edits and enhancements to existing PowerPoint presentations.
- Created archive of outdated web pages.
- Web page content management.
- Updated team's webpage to reflect upcoming events.
- Created online surveys for live events and miBUG Fall Conference 2011.
- Tested the foundation of the new LMS by embedding and arranging widgets, graphics and content.
- Created, edited and reviewed written storyboards/scripts/outlines.
- Facilitated live events.

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Vanity – Woodland Mall
Sales Team Lead

June 2011 – September 2011
Grand Rapids, MI

- Partnered with management team to meet and exceed individual and store sales while managing inventory theft/loss.
- Supported Sales Manager in identifying, recruiting and managing adequate store staff
- Coached associates on providing great customer service.
- Assisted in maintaining visual standards within the store, changing floor sets, and implementing promotions.

Stryker Instruments
Information Technology Help Desk Intern

January 2011 – April 2011
Kalamazoo, MI

- Researched best practices related to onboarding and operation procedures/standards.
- Created document for new procedures and standards.
- Implemented new procedures and standards.
- Conducted weekly team meetings covering the past week's stats, new goals and newly implemented processes.
- Designed the layout and created content for the IT Help Page.
- Worked with programmers to create functionality and overall feel of webpage.

Miller Auditorium, Western Michigan University
Area Manager

October 2010 – May 2011
Kalamazoo, MI

- Provided excellent customer service.
- Managed teams of 3–12 ushers.
- Set-up for various events.
- Sold concession and served drinks to patrons.

Meijer Inc.
Sales Associate – General Merchandise

June 2008 – May 2011
Kalamazoo, MI

- Provided excellent customer service.
- Organized and maintained product displays.
- Managed transactions.

Software and Technical Skills Sets

- Web Design & Development: Dreamweaver, Fireworks
- Multimedia Authoring & Editing: iMovie, Camtasia
- Publishing & Content Management: Contribute, Acrobat, Photoshop, Visio, Snagit, Maxathon
- E-Learning Development, Design and Delivery: Articulate Presenter, Articulate Engage, Articulate Quizmaker, Lectora, Lectora Snap, Lectora Snap Empower
- SumTotal, BlackBoard

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Education

Michigan State University Lansing, MI
Master in Educational Technology Current

Davenport University Grand Rapids, MI
Bachelor of Science in Network Security (Dual Major with Biometric Security) December 2011

Grand Rapids Community College Grand Rapids, MI
Associate in Liberal Arts May 2009

Related Coursework

HTML, Photoshop, Diversity in Society, Public Speaking, Project Management, Business Management, Marketing, Innovation with Technology in Education, Teaching for Understanding with Technology, Adapting Innovative Technologies to Education, Psychology of Learning in School and Other Settings, Applying Educational Technology to Issues of Practice, Teaching Students Online, Creativity in Teaching & Learning and Learning Technology through Design.

Certificates

Educational Technology from Michigan State University Earned March 2013

Other Experience

Co-Presented at miBUG Spring Conference at Ferris State University March 2012
Assisted in creating e-learning modules for Charity Dishon-Fisher January 2012
Assisted with pre-production work for Neunoia June 2012
Recognized by Edcanvas for screen cast October 2012
Attended Learning2013 Conference- ASTD November 2013
Attended LearnNow Conference - ASTED November 2013