

Rebecca Riddick Hayes

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Education

<i>University of North Carolina Wilmington, Wilmington, NC</i>	<i>In Progress</i>
Master of Science in Instructional Technology	
<i>North Carolina State University, Raleigh, NC</i>	<i>8/2006 – 6/2007</i>
Completed one year of coursework toward Ph.D. in Communications, Rhetoric and Digital Media (CRDM)	
<i>North Carolina State University, Raleigh, NC</i>	<i>8/1998</i>
Master of Arts in English with 12 hours of graduate work in Middle Grades English Education	
<i>University of North Carolina, Chapel Hill, NC</i>	<i>12/1990</i>
Bachelor of Arts in Journalism, Public Relations sequence	

Instructional Technology Course Projects

View my online e-portfolio at <http://arcmit01.uncw.edu/rrh6399/portfolio/index.html>

E-Book: The Organized Student Redesign (MIT 511)

- Redesigned a printed book into an interactive e-book using iBooks Author.
- Project applied multimedia design principles to the design and development of an interactive e-book.

Instructional Module: Facebook Privacy (MIT 511)

- Created an e-learning module with original content using Adobe Captivate 7 instructing users on creating Facebook accounts and adjusting privacy settings.

Instructional Module: Introduction to E-Portfolios (MIT 511)

- Created an e-learning module with instructor's content using Articulate Storyline designed to introduce undergraduate education students to e-portfolios.

Instructional Module: Using Visual Models for Fraction Division (MIT 500)

- Created an e-learning module with instructor's content using Adobe Captivate 7 instructing users on how to solve fraction division problems using visual models.
- This was a common core implementation project for K-12.

Experience

Graduate Assistant, Office of eLearning

<i>University of North Carolina Wilmington, Wilmington, NC</i>	<i>06/2014 – 08/2014, 05/2015 – Present</i>
<ul style="list-style-type: none">▪ Provide training to faculty on online course software and best practices for online and hybrid teaching.▪ Evaluate online and hybrid courses for faculty.▪ Provide on-call assistance for faculty with technical difficulties with Blackboard Learn 9.1 and WebEx.	

- Provide on-call assistance for students enrolled in the RN to BS program. This includes providing technical support for ShareStream and Blackboard Learn.

Graduate Assistant, ELMS Project

University of North Carolina Wilmington, Wilmington, NC 01/2014 – 06/2014

- Graduate assistant to the ELMS program, a federally-funded grant office that provides professional development for NC teachers working with ESL students in the mainstream classroom.
- Developed instructional modules using Articulate Storyline for public school teachers' professional development funded through a federal grant.
- Administered program participants' accounts on Blackboard, created course shells in Blackboard, and acted as a teaching assistant for online courses.

Teaching Assistant

North Carolina State University, Raleigh, NC 08/2006 – 06/2007

- Served as teaching assistant for COM 250 ("Communication and Technology"), a large survey course for undergraduate Communications majors
- Completed two semesters of training for teaching "Academic Writing and Research" at NCSU which follows the "writing in the disciplines" philosophy

Senior Technical Writer, Team Leader

Nortel Networks, Durham, NC 5/2000 – 12/2002

- Provided technical writing and software support to proposal management team
- Worked directly with proposal managers and sales representatives to produce sales proposals for telecommunications services
- Maintained templates in MS Word and edited sales proposals for conformity to editorial standards established for the proposal management team and Nortel Networks
- Created and maintained style guide for proposal team
- Supervised team of technical writers, sometimes as many as 4, the majority of whom were located offsite
- Full-time telecommuter from November 2000 until December 2002

Technical Writer (Contractor)

IBM, Research Triangle Park, NC 3/1999 - 12/1999

- Contractor through Headway Quality Outsourcing. Worked on unsolicited sales proposals for laptops and desktops
- Assisted in website testing and metrics for sales support team

Freelance Copyeditor

Self-employed, Cary, NC 8/1998 - 2/1999

- Copyedited and fact-checked manuscripts of healthcare-related continuing education materials for various clients, including assignments for Glaxo Wellcome and Bristol-Myers Squibb

Administrative Assistant

Oxford University Press, Cary, NC 6/1997 - 9/1998

- Served as Manuscript Editor for Journal of the National Cancer Institute Monograph 22
- Input and formatted information for over 100 journals in the Oxford Journals Catalog
- Prepared submitted manuscripts for publication in academic journals

Publications

Hayes, R., Martin, F. (2014). Using iBook Author to Design an eBook Applying Text Design Principles. Poster presented at Association for Educational Communications and Technology, Jacksonville, FL.

Hayes, R., Godwin, C., Butts, D., & Martin F. (2015) The HPT model applied to a boutique-style online retail store. *Performance Improvement*, 54(7). (In press.)

Skills

<i>Skill</i>	<i>Skill Level</i>	<i>Last Used/Yrs. Experience</i>
Articulate Storyline	Intermediate	Currently used/2
Photoshop	Intermediate	Currently used/2
Captivate	Beginner	Currently used/2
Camtasia	Intermediate	Currently used/1
iBooks Author	Beginner	Currently used/1
Dreamweaver	Beginner	Currently used/1
Internet-based research	Expert	Currently used/10+
MS Word	Expert	Currently used/10+
Knowledge of Chicago, MLA, APA	Intermediate	+4 years ago/6
Microsoft Excel	Intermediate	+4 years ago/10