

Rebecca R. Hayes

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Education

- University of North Carolina Wilmington, Wilmington, NC* *Expected May 2016*
Master of Science in Instructional Technology
GPA: 4.0
- North Carolina State University, Raleigh, NC* *8/2006 – 6/2007*
Completed one year of coursework toward Ph.D. in Communications, Rhetoric and Digital Media (CRDM)
- North Carolina State University, Raleigh, NC* *8/1998*
Master of Arts in English
Completed additional 12 hours of graduate work in Middle Grades Language Arts Education
- University of North Carolina, Chapel Hill, NC* *12/1990*
Bachelor of Arts in Journalism, Public Relations sequence

Experience

Graduate Assistant, Office of eLearning

University of North Carolina Wilmington, Wilmington, NC 05/2014 – 08/2014

- Conduct group and one-on-one training for UNCW faculty on eLearning-related topics, such as Blackboard Learn, WebEx, and best practices for online teaching.
- Provide support for faculty and staff for technical aspects of online teaching, such as Blackboard Learn, ShareStream, and WebEx
- Create self-instructional materials for Office of eLearning website to support faculty, staff and students on technical aspects of online learning
- Evaluate online courses for faculty in various academic departments
- Assist faculty in redesigning face-to-face courses for online environments

Graduate Assistant, Educating Language Minority Students (ELMS) Project

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

- Developed instructional modules 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

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. Supported sales team 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
- Ordered and proofed stationery for journal editorial offices and performed various clerical functions for the Director of US Journals

Word Processor

Rogers Word Service, Raleigh, NC

4/1996--5/1997

- Proofed book manuscripts
- Typed and edited documents in MS Word including doctoral dissertations, manuscripts, academic papers, and business proposals
- Wrote and edited resumes for clients
- Designed custom databases in MS Access

Publications

- Hayes, R., Godwin, C., Butts, D. & Martin, F. (2015). The HPT Model Applied to a Boutique Style Online Store. *Performance Improvement*, 54(7), 26-33. doi:10.1002/pfi.21494
- Hayes, R., Martin, F. (2014). Using iBook Author to Design an eBook Applying Text Design Principles. Poster presented at the 2014 Conference for the Association for Educational Communications and Technology, Jacksonville, FL.
- Hayes, R. R. (1998). *Absence and disruption: the portrayal of female sexuality in the works of Charlotte Mew* (Masters thesis, North Carolina State University).

Professional Affiliations

Association for Educational Communications and Technology (AECT)

Member 2014 – Present

UNCW Graduate Student Association Member 2013 – Present

Skills

<i>Skill</i>	<i>Skill Level</i>	<i>Last Used/Yrs. Experience</i>
MS Word	Expert	Currently use/10+
MS Excel	Intermediate	Currently use/10+
PowerPoint	Intermediate	Currently use/5+
PhotoShop	Intermediate	Currently use/5+
Corel PaintShop Pro X4	Intermediate	Currently use/2
Blackboard Learn	Intermediate	Currently use/2
Captivate	Intermediate	Currently use/2
Articulate Storyline	Intermediate	Currently use/2
WebEx	Intermediate	Currently use/2
iBook Author	Intermediate	Currently use/2
Adobe Dreamweaver	Beginner	Currently use/1
Knowledge of Chicago, MLA, APA	Intermediate	Currently use/10+
Internet-based research	Expert	Currently use/10+