



Naomi L. Wahls

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Executive Summary

Accomplished professional credited with 12 years of expertise in information communication technology (ICT) and virtual exchanges with years as tenure management including a mid-level management position and a top executive position as an entrepreneur in open education and ICT. Motivated expert noted for virtual exchanges and instructional design as well experience training employees and students. Reliable educator acknowledged for online higher education teaching experience. Designed a MOOC specialization for graduate credit in teacher education, created educational materials, designed a game-based learning environment, and created an online course for basic Spanish, medical protocol, and an entry-level community college course. UNESCO volunteer mentor to for Open Education for a Better World. Exceptional communicator distinguished by abilities in academic technology support, teacher education, administration, with a focus on Global Online Education through Open Virtual Mobility (OpenVM), Online Intercultural Exchanges (OIE), Virtual Exchanges, and Open Education. GO-GN member and Open Education SIG United Kingdom Committee member.

Areas of Expertise

Learning Developer	Instructional Designer	Intercultural Learning
Open Educational Practices (OEP)	Teacher Education	Professional Development
Open Educational Resources (OER)	Global Online Education	Virtual Exchanges
Open Virtual Mobility (OpenVM)	Open Courses and Open Books	Online Courses, Modules, and Program Development

Open Universiteit – Netherlands

PhD Candidate – Intercultural Collaborative Open Learning In progress
Open Virtual Mobility (OpenVM) through Intercultural Collaborative Open Learning within Open Environments such as Massive Open Online Courses (MOOCs) and Virtual Exchanges

University of Colorado Denver Education

Masters of Arts in Spanish December 2015
Thesis – Using Video Lessons and Gaming to Teach Spanish Commands with Participant Interaction in Social Media

- Video Production of grammar lessons in a dance studio with a professional dance instructor
- Empowered students to interact with one another in social media and learn through Game Activities in the online course

Masters of Arts in Information and Learning Technologies May 2012
With emphasis in Designing eLearning Environments
Research Project – Virtually Connecting Peers and Intercultural Competency – Action Research with Data Collection Methods Proposal and Literature Review

Bachelor of Arts in International Studies December 2007

Professional Experience

University of Colorado Denver

August 2018 to present

Lecturer – First Year Seminar for Bachelor of International Studies

- Proposed new undergraduate course for International Studies program – Global Competence through Intercultural Learning
- Teaching new course with 3 week virtual exchange

Wahls Instructional Design LLC

November 2012 to present

Global Online Education Scientist and President

- Utilized expertise to create/release a global membership site from instructional design, to development, to implementation. Instructionally designed a MOOC specialization for CU Boulder Teacher Education.
- Displayed experience to instructionally design educational material to enable senior businessmen in Asia to learn English and compete with younger industry peers.
- Demonstrated abilities as a Social Media Content Manager for company with over 65,000 Facebook fans through use of social media content calendar and successful dissemination of news. Grew a small medical research company's social media followers from 15,000 to over 65,000 and the newsletter from 15,000 to over 55,000. Through campaigns, promoted new products and called for funding and met grant needs for additional research study.
- Guided book launch to bring a client's book listing to #3 in her field on Amazon. Directed website migration project to release shortly before the book launch. Directed strategic media relations and all aspects of project management involving branding, social media, website management, membership site, customer service, and marketing.

Salida Del Sol Academy

October 2017 to present

Bilingual Substitute Teacher K-8 grades / Primary School

University of Colorado Boulder

May 2016 to October 2017

Teaching and Learning with Technology Consultant and Spanish Lecturer

- Connected 3 CU Boulder courses with international universities in VIEs
- Ran virtual and in person workshops for FLTP program
- Taught workshops and Spanish classes as needed

*Resource Coordinator -
September 2016*

May 2016 –

- Guided student workers into assisting department further and taking on more projects
- Optimized department by marketing the Non-credit program and thereby adding 23 new course sections, hiring new instructors, and creating 6 new student employee positions

Foreign Language Technology Specialist and Telecollaboration Consultant – February 2016 – May 2016

- Designed curriculum for Graduate Certificate program for Language Educators
- Connected course in Mexico with CU Spanish course in an online discussion through VIE

University of Colorado Denver

Fall 2014-May 2015

Graduate Teaching Assistant for Modern Languages

- Exemplified skills to find/secure a grant to develop the first Spanish 1010 (first semester Spanish)

online course at UC Denver. Project provided additional funding for the instructional designer, developer, and SME. Planning and development took 1 month to release grant compliant and peer-reviewed course in Canvas.

- Used abilities as an educator to teach online course for 1 year in the Masters program. Position ended upon graduation.

Community College of Denver

Spring 2012-May 2013

Adjunct Instructor for the Center of Educational Advancement

- Collaborated with colleagues to work on a grant from the state to design and implement a game-based learning environment.
- Applied skills as a team player to plan the course concept. Took the ideas and instructionally designed the course as a game. The project took about 6 months to complete to be grant compliant.
- Utilized abilities to teach the online course AAA 109 – Advanced Academic Achievement in D2L. The course focused on acclimating students to college and career searches. Successful students discovered their career interests, developed their resumes, and explored their degree options.

University of Colorado Denver

Fall 2006-May 2012

Learning Management Resource Support Coordinator – February 2008 – May 2012

Supervised the Academic Technology Helpdesk and oversaw 7 student workers. Duties encompassed:

- Instructional Design
Trained new student workers and created online training program for new hires
Video production and how to documents posted on the training website
- Media Relations
Bulk emails to entire campus (student and faculty) at semester start
Assisted with print jobs for faculty newsletter and annual seminar materials
Department Mailing List management
Provide customer service and interaction in Social Media for department
Crisis/outages communications management both internally and externally through the System Status Page
Assisted with department events
Trained staff to assist with website migration roll-out campus wide and maintaining campus guidelines
Oversaw Prospective Student Contacts
- Administrative / Office Management
CRM – assisted with the build and policy creation of current CRM, maintained CRM templates, managed ticket flow, and created reports on Customer Service
Time Collection for Student workers/interns/temporary workers
- Website Management
Basic SharePoint user support
Built and maintained Current Student Resources webpages through SharePoint
Created and managed internal SharePoint Team websites
- Technical support for Blackboard, eCollege, and Canvas
Support for students and faculty, course and enrollment management, and training assistance through Jing videos as needed

Operations Manager – December 2007 – February 2008

- Managed Academic Technology Helpdesk staffed with 4 student workers during supervisor's maternity leave.
- Administrative & Office Management - Time Collections & Travel Requests
- Basic Academic Technical Support and course & enrollment management for Blackboard and eCollege

CU Online Program Assistant – August 2006 – December 2007

- Reduced inquiries by providing accurate yet quick Academic Technical Helpdesk Support for faculty, students, prospective students, & staff in eCollege and Blackboard.

Legislative Senator – Summer & Fall 2007

- Found a new recycle program for UC Denver campus and created and passed law implementing the recycling program. Designed flyer to promote recycling.
- Assisted students with various campus questions. Position ended upon graduation.

SurgiVet

Mar-Aug 2006

International Customer Service

- Processed orders, entered data, and updated domestic and international accounts.

Smokehouse Tavern

Oct 2005-Mar 2006

Front of the House Manager

Managed 25 servers and bartenders. Duties encompassed:

- Mentored leads and trained all FOH employees
- Ran floor, opened/closed restaurant, ran daily server meetings, monitored business flow, ensured customer satisfaction, created training packets, processed all forms and payroll.
- Provided IT help for POS and office computer, safe reconciliation, and setup payroll.

Peaberry Coffee

2004-2005

General Manager

Managed 12 workers. Duties encompassed:

- Mentored shift leads and trained employees
- Managed safe reconciliation, controlled P&L, and opened/closed shop

ATA Airlines

Mar 2003- 2004

Senior Operations Agent

- Responsible for planning loads for four domestic flights each day and an international flight each week, opening duties, operations inventory, oversee gate / ticket / ramp agents perform various duties, mentor / train lead agents.

Volunteer

Open Ed SIG Committee in UK

May 2018- present

UNESCO Lead Mentor – Open Education for a Better World

January 2018- present

Professional Development through Collaborative Learning and an Open Education Resource (OER) textbook for Language Education

Project with World Languages University in Uzbekistan
Future phase accepted in Rebus OER Beta Project

University of Colorado Denver

February 2016-February 2017

Social Media Marketing Consultant for International Studies

Creating campaign to showcase alumni and faculty through social media to attract prospective students and increase enrollment

Wahls Foundation

December 2012 - February 2016

Director of Information and Communication Technologies and Global Online Education

Volunteer for small medical research company

Skyline Soccer Association

2015

Assistant Coach for 3 year olds at Sloan's Lake in the Denver CO area

University of Colorado Denver – Denver, CO

2011-2012

Technology Coordinator of the Exempt Professional Assembly Executive Board

University of Colorado Denver – Denver, CO

2010-2011

Secretary of the Exempt Professional Assembly Executive Board

RAAP (Blue Bench)

March 2011-May 2012

Rape Awareness and Assistance Program hot-line volunteer

University of Colorado Denver – Denver, CO

2006-2007

Secretary of the PreLaw Society

Awards

2007 Golden Key Honour Society Member

Golden Globe Award 2012 for Video Design and Production in ILT program at UC Denver

Technical Skills

Global Online Education

- Created 2 programs (doctors/nurses and wellness coaches)
- Created 2 global membership sites
- UNESCO Open Education for a Better World with project in Uzbekistan
- Instructionally designed MOOC Specialization for School of Education at CU Boulder for graduate credit

Instructional Design / eLearning

- Virtual Exchanges and Online Intercultural Exchanges (OIE)
- Created educational materials based on content from SME / Content Organization
- ADDIE Model
- MOOCs
- Designed game-based learning environment
- Designed membership site from various media authored by client
- Video Production / How To documents / job aids
- Created online course for basic Spanish, medical protocol, and entry level community college course

Teaching

- Freshman and returning students - how to integrate successfully into the college environment
- Spanish 1010 online
- Intercultural Learning

Computer Skills

- Able to learn, adapt to, and train others in any software, especially MS products such as Articulate, within 1 month of exposure
- Microsoft Word, Excel, PowerPoint, Access, SharePoint, CRM, Visio, Project
- LMS - Blackboard, eCollege, D2L, Adobe Connect, Canvas, able to pick up new LMS quickly and train others.
- CMS - Kineo eXe, Uduu, Kajabi, Infusion Soft, WordPress, able to pick up new CMS quickly and train others.

- HTML, HTML5, CSS Style sheets, Javascript, SQL, VisualBasic, webforms
- Adobe Connect, WebEx, Live Meeting, Skype
- Hot Potatoe, GoogleWave, Prezi, PeopleSoft, ISIS, Sabre, Weebly, Wix, ThunderClap, Raflecopter
- Adobe Captivate, PageMaker, Photoshop, & Illustrator
- iMovie, Animoto, Camtasia, Jing, ScreenCast, Audacity, VoiceThread

Compliance

- HIPAA compliant for student privacy
- IRB – had to work to receive IRB approval for Thesis
- Grants – Federal and private
- Donations / Fundraising

Website

- Webmaster/website editing
- Created/redesigned/launch support and training

Human Resources / Management

- Interns, student interns, and assistants for medical research company – 6 interns and assistants
- CU Online Helpdesk – 7 Student Assistants and Lead Student Assistants
- Hiring/Terminating, Trainings, Reporting and Career Development
- Optimize department workflow and utilize student employment to better assist directors in department in order to take on more projects as a department

Strategic Media Relations

- Social media management, created and implemented social media content calendar, training, guideline creation and implementation, monitoring, and monthly and annual reporting
- Bulk Newsletter, eMarketing, Events Calendar
- Subscriber and member mailing lists
- Comprehensive news coverage of doctor for medical research company
- Outage communication management for large online department in Denver
- Crisis communications management for medical research company

Customer Service / Call Center / Technical Helpdesk

- Worked directly with faculty, staff, students, and prospective students for various online needs.
- Managed a team of 7 interns, student workers, and leads

Languages

Proficient in Spanish
 Basic German

Accepted Presentations and Publications

<i>Not your typical 1950's Housewife</i>	Fall 2018
Oxford University Press	
<i>Creating Openness: Building Virtual Bridges Between U.S. Universities and Abroad</i>	Fall 2018
Book Chapter in Ecologies of Open: inclusion, intersections, and interstices in education	
<i>Collaborative Open Learning</i>	Fall 2018
Unicollaboration book chapter	
<i>Managing multimedia environments for virtual exchanges in language education</i>	Fall 2018
EuroCALL Teacher Education SIG	

	<i>Invisible learners in educational social spaces</i>	Spring 2019
	European Journal of Open, Distance and E-Learning	
	<i>Editor of OER book</i>	Fall 2019
	Rebus Beta Project with localized editions in Mexico (2020) and Uzbekistan (2020)	
Publications	<i>Eliminating Virtual Walls through a MOOC + Virtual International Exchange (VIE)</i>	2017
	Conference Proceeding <i>Published in LearnTechLib</i>	
	<i>Collaborative Learning in Global Online Education Using Virtual International Exchanges</i>	2017
	Study results from VIEs of Fall 2016-Spring 2017 Published in Educause Review on September 25 th , 2017	
	<i>Beyond the Walls of the Classroom: Cultural Diversity Virtual Exchange on Intercultural Competency</i>	2016
	Study results from VIE pilot of Spring 2016 Published in FLTMAG.com	
	<i>Using Video Lessons and Gaming to Teach Spanish Commands with Participant Interaction in Social Media</i>	2015
	Master's Thesis for Masters in Spanish. <i>Published in ProQuest</i>	
	<i>Virtually Connecting Peers and Intercultural Competency: Action Research with Data Collection Methods</i>	2012
	Research for Master's in Information and Learning Technologies. <i>Published in Lulu.com</i>	
Peer Reviewer	<i>Journal of Extensive Reading</i>	December 2017
	The Proceedings of the World Congress on Extensive Reading	
	<i>Ecologies of Open: inclusion, intersections, and interstices in education</i>	Spring 2018
Presentations	<i>UNESCO Mentoring Programme - Open Education for a Better World</i>	August 2018
	Colorado Online Learning and Teaching with Technology (COLTT) Conference at University of Colorado Boulder, USA	
	<i>UNESCO Project Open Education for a Better World with Uzbekistan</i>	July 2018
	University of Nova Gorica, Slovenia	
	<i>UNICOLLABORATION Conference</i>	April 2018
UNESCO Project – Virtual Exchanges Krakow, Poland		
	<i>Open Education Global 2018 Conference</i>	April 2018
Co-creating Open Textbooks for the Professional Development of Language Educators Delft University, Netherlands		

Sixth International Conference on the Development and Assessment of Intercultural Competency
 January 2018

[Virtual International Exchanges \(VIEs\) to Increase Intercultural Competency Symposia](#)

Tucson, Arizona

Oxford Women's Leadership Symposium

December 2017

Paper and Presentation: Not Your Typical 1950s Housewife

Oxford University in Oxford, England

E-Learn 2017 World Conference on E-Learning

October 2017

Paper and Presentation: New Global Online Course Format – MOOC + VIEs

Vancouver British Columbia, Canada

PitchLX – Teaching and Learning with Technology Symposium

October 2017

Global Online Education and Global Certificate Program

Metropolitan State University in Denver, Colorado

Colorado Online Learning and Teaching with Technology (COLTT) Conference

August 2017

[Virtual International Exchanges \(VIEs\) to Grow Programs](#)

[Educational Videos from the Learner's Perspective](#)

University of Colorado Boulder in Boulder, Colorado

StarTalk Conference 2017 for Chinese language teachers

June 2017

Digital Game Based Learning (DGBL)

University of Colorado Boulder in Boulder, Colorado

Teaching and Learning with Technology Symposium

October 2016

Digital Game Based Learning (DGBL)

Virtual International Exchanges (VIEs)

Metropolitan State University in Denver, Colorado

Technology Symposium

August 2016

Game Based Learning

Virtual International Exchanges (VIEs)

Canvas LMS

Google Drive

Benemérita Universidad Autónoma de Puebla in Puebla, Mexico

StarTalk Conference 2016 for Chinese language teachers

June 2016

Digital Storytelling

Digital Game Based Learning (DGBL)

Video Production Tools

Virtual International Exchanges (VIEs)

University of Colorado Boulder in Boulder, Colorado

President

Open Education Global 2018 Conference

April 2018

TU Delft, Netherlands

E-Learn 2017 World Conference on E-Learning

October 2017

Vancouver British Columbia, Canada

Panel Discussions	<i>Careers in International Studies: A Panel Discussion</i>	February 2016
	University of Colorado Denver in Denver, Colorado	
	<i>CU Online Spring Symposium: A Student Panel Exploration</i>	May 2010
	University of Colorado Denver in Denver, Colorado	
	<i>CU Online Spring Symposium: A Student Panel Odyssey</i>	May 2008
	University of Colorado Denver in Aurora, Colorado	
Grants Received	<i>IMPART Grant</i>	2016
	University of Colorado Boulder in Boulder, Colorado	
	<i>Course Redesign</i>	May 2016
	University of Colorado Boulder in Boulder, Colorado	
	<i>CU Online Course Design</i>	August 2014
	University of Colorado Denver in Denver, Colorado	
	<i>Game Based Learning</i>	May 2013
	Community College of Denver in Denver, Colorado	
	<i>Women in STEM Studies</i>	Spring 2012
	University of Colorado Denver, Colorado	