

TONYA V. THOMAS

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Education Leadership • Process Design/Improvement • Productivity Tech

Passionate, mission-driven leader with progressive experience optimizing learner outcomes, educator effectiveness, workplace productivity, revenue, and customer experience through communication, process innovation and staff development, using expert skills in the following areas:

- Instructional design and educational technology
- Classroom teaching and facilitation
- Technical writing and documentation
- Presentation and public speaking
- Process/performance improvement
- Team and project management/leadership
- Website design and digital content management
- Graphic design and corporate branding

Experience

College for Creative Studies (CCS), Detroit, MI

DIRECTOR, EDUCATIONAL TECHNOLOGY + INNOVATION

2021–present

- Establishing new department with future focus for standard quality online instruction
- Oversight of faculty development, LMS implementation/management, course development, and program evaluation
- Increasing equity and diversity of program offerings through ed tech accessibility and universal design

Wayne State University (WSU), Detroit, MI

PROJECT MANAGER/SENIOR BUSINESS SYSTEMS ANALYST (promoted)

2019–2021

- Successful management of large virtual events, including virtual accreditation visits
- Trained 12 administrative departments in working remotely at onset of COVID pandemic
- Helped establish the WSU Facilities COVID Playbook as project manager
- Establishment of continuous quality improvement (CQI) practice/culture through Lean Six Sigma

ADJUNCT PROFESSOR

2019–present

- Introduction to Web Design (COM 2260, 2310, Communications)
- Business Tools & Applications (BA 1500, Business Administration)
- Volunteer leadership and mentoring in faculty development during COVID virtualization of learning

INSTRUCTIONAL DESIGNER/PERFORMANCE IMPROVEMENT CONSULTANT

2017–2018

- Developed and launched institutional e-learning for finance Responsibility Centered Management Model
- Helped lead institution-wide training for Banner 9 implementation
- System administration of Skillsoft and Blackboard learning environments

Oakland Community College (OCC), Auburn Hills, MI

INSTRUCTIONAL DESIGNER, lead, Academic Technologies Group (ATG)

2015–2017

Accomplished the following to regain distance learning accreditation for the college:

- A faculty internal certification curriculum and a training management system/database
- A standard course development QA process and management system
- A master team project portfolio to capture and track ALL work projects in our workgroup
- Standard practice for onboarding and managing the work of remote instructional designers
- A faculty newsletter and intranet site, as well as team brand and style guide

Teach For America (TFA), New York, NY

DIRECTOR, STAFF LEARNING & DEVELOPMENT

2014–2015

- Helped manage team operations with \$2.25M budget, serving five national teams and 52 regional teams across U.S.
- Managed the transformation of face-to-face instructor-led course material to web-based and virtual learning
- L&D site redesign; launched staff professional development series of webinars; established two Peer Learning Communities (PLCs); published four media-rich interactive eLearning courses; provided consistent team branding of learning assets
- Provided coaching and mentorship to team designers and facilitators in the use of emerging learning technologies

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UnitedHealth Group, Minnetonka, MN

SENIOR INSTRUCTIONAL DESIGNER

2013–2014

- Provided project management and team leadership in curriculum design and e-learning development for the Learning Architects Team at UnitedHealth Group. Provided full-service instructional design support and leadership for internal business partners from analysis to evaluation. Mentor other instructional design staff.
- Member of eLearning Innovations Team, UnitedHealth Group Learning Solutions, to redefine and elevate virtual learning design and implementation standards and practice for the 21st Century; administered team SharePoint site
- Administered team's course portfolio across three enterprise learning management systems, including SharePoint
- Served as lead eLearning producer for PCRS virtual learning pilot - helped save 20 program hours; increased speed to proficiency
- Drove innovation within organization for adoption of social learning technologies and methodologies, including Jive platform

University of Michigan, Ann Arbor, MI

INSTRUCTIONAL DESIGNER I TRAINING SPECIALIST

2010–2013

- MiChart (EPIC) Credentialed Trainer (2011–12); developed custom curriculum in partnership with principals and physicians; developed scheduling workflows and managed materials publication and delivery through SharePoint and Confluence; delivered classroom training and just-in-time performance resources to 800+ across multiple departments
- Lead curriculum developer/principal trainer for health system migration to Microsoft Outlook (2011); over 6,000 staff trained
- Acted as course administrator to manage team's course portfolio within enterprise learning management systems (Docent)
- Selected to serve on cross-campus committee to vet new enterprise LMS; involved in building RFP criteria, performance-testing of vendor candidates, and evaluating/selecting final vendor

Trinity Health, Livonia, MI (Saint Joseph Mercy Health System/St. Mary Mercy Livonia)

LEARNING LEADER I WEBMASTER I PRODUCTION SPECIALIST

1999–2009

- Managed all web/creative communications, technical production in Marketing/PR Department; reported directly to Vice President, Marketing/Public Relations; designed and delivered staff education and leadership development, in addition to regular duties
- Chair, Leadership Development Curriculum Committee (2006–2009)
- Coordinated branding of instructional materials and communications for "Project Genesis" Electronic Medical Record initiative

Skills & Expertise

Windows/Apple platforms; Microsoft Office (certified); Adobe Creative Cloud; project management and process workflow/automation; elearning rapid dev tools; Articulate 360; professional audio/video production; open-source; ADDIE, SAM, Agile, other rapid prototyping development frameworks; learning management system (LMS) administration – Skillsoft; Brightspace/D2L, Latitude, Docent, SumTotal, Cornerstone, LearnSource, Saba, Moodle, Blackboard, Canvas, iTunes U, others; mobile learning; cloud productivity; new media tools (CSS, RSS, CMS, blogs, wikis, video/podcasting, cloud computing, SaaS); organizational communications; brand/identity management; public speaking and executive presentations; certified project management and team leadership; personal effectiveness/branding

Education

Accredited Project Manager (APRM), 2018, IO4PM.org

Six Sigma Black Belt, 2018, Six Sigma Institute

Microsoft Certified Innovative Educator (MIE), 2018

MA I Educational Technology, University of Michigan, Dearborn, MI, 3.8 GPA

Winner, MCWT Foundation Graduate Scholarship

BS I Instructional Design, Walden University, Minneapolis, MN – graduated Magna Cum Laude, 3.7 GPA

Alpha Sigma Lambda Honor Society; Dean's Student Advisory Council

Activities/Affiliations

Macomb Community College IT Advisory Board, member, 2014-present

Michigan Council of Women in Technology (MCWT), member/volunteer (2004-present); Board of Directors, 2008–2010

Association for Educational Communications and Technology (AECT), member, 2004-present