Christopher M. Dundy
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Professional Experience

FLAGSHIP LMS, New Cumberland, PA   03/18-Present

LMS Consultant

Responsible for supporting 30 clients in their implementation and use of a variety of learning management systems including Moodle, Totara, Blackboard, Cornerstone OnDemand, Litmos, Expertus, TOPYX, SABA, Schoology, and others.

Key Duties and Responsibilities:

Assist clients in every phase of the LMS lifecycle including RFP process, vendor vetting and selection, implementation planning, data migration, systems integration, user acceptance testing, launch, and post-launch.

- Advise clients on the RFP process and assist with developing requirements.
- Develop scripts for vendor demonstrations and assist with vetting vendors.
- Lead the implementation team and coordinate the phases of the implementation including planning, systems integration, data migration, user acceptance testing, and go live.
- Support and assist client L&D teams after go-live. My portfolio includes the State of Utah's Department of Transportation, Cupertino Electric, Inc., American Chemical Society, California Grocers Association Educational Foundation, Planet Fitness, Oak Harbor Freight Lines, Saylor Academy, London College of Osteopathy, Stater Bros. Markets, and numerous others.
- Research and resolve all technical issues concerning LMS functionality.
- Develop and document LMS workflows and processes.
- Develop and document LMS governance procedures.
- Assist clients to design and develop learning objects, courses, programs, and learning paths.
- Design and deliver LMS administrator education and training.
- Build and deploy scheduled and ad hoc reports for appropriate company leaders.

INTERACTYX, Remote   12/16-03/18

Client Success Manager

Responsible for supporting more than 24 clients in their use of the TOPYX learning management system, including providing instruction and assistance in a virtual setting during the LMS implementation, training, and go-live phases. Assist clients with first-level support of products and services via telephone, Skype and email.

Key Duties and Responsibilities:

Manage day-to-day client requests and track maintenance and security upgrades. Troubleshoot problems in conjunction with Technical Services.

- Lead the implementation team and coordinate the phases of the implementation including planning, systems integration, data migration, user acceptance testing, and go live.

- Support and assist client L&D teams after go-live. My portfolio included (4) Fortune 500 companies (Ecolab, Home Depot, Live Nation Entertainment, and Symantec), (2) Fortune 1000 companies (Domino's Pizza, and Triumph Group), and a host of other notable organizations including Planet Fitness, MacAfee, Bridgestone, Sirius XM Radio, Morton Salt, Liberty Tax, Godfather's Pizza, and The University of Oregon
- Research and resolve all technical issues concerning LMS functionality.
- Manage and track licensing and permission requests.
- Assist clients to design and manage curricula and course versioning processes.
- Assist clients to design and manage metadata standards and procedures including capturing, maintaining, and updating such information as resource description, function, and type.
- Assist clients to design and manage LMS governance procedures and LMS workflow documentation.
- Design and deliver LMS user education and training.
- Build and deploy scheduled and ad hoc reports for appropriate company leaders.

SELECT MEDICAL, Mechanicsburg, PA   11/15-12/16

<u>Cornerstone Learning Management System Administrator</u>

Responsible for the administration and operation of a Cornerstone OnDemand learning management system with 40,000 users during the implementation and "go-live" phases. Also responsible for the user acceptance testing of upgrades to the LMS, as well as the development of custom reports and curricula to meet stakeholder needs.

Key Duties and Responsibilities:

Manage day-to-day LMS activities, and track maintenance and security upgrades. Troubleshoot problems in conjunction with Information Services.

- Manage and track daily imports and monthly and yearly software updates.
- Research and resolve all technical issues concerning LMS functionality.
- Monitor and maintain user profiles.
- Manage and track licensing and permission requests.
- Design and manage curricula and course versioning processes.
- Design and manage metadata standards and procedures including capturing, maintaining, and updating such information as resource description, function, and type.
- Design and deliver LMS user education and training.
- Build and deploy scheduled and ad hoc reports for appropriate company leaders.
- Manage and facilitate scheduling and tracking of live and virtual training events.
- Manage SCORM and AICC compliance issues with content vendors.
- Provide strategy and direction for enhancing LMS functionality and growth.
- Create and manage custom pages as required.

Key Contributions:

- During implementation phase, oversaw the migration and merging of 92,000 active and inactive user accounts along with up to seven years of training data for each from two separate learning management systems.
- Consolidate metadata from all learning objects and develop a taxonomy in conjunction with IS and business units.
- Conducted over 110 hours of WebEx training on custom reports for CEOs, chief nursing officers, and other senior leaders.

PEACE CORPS, Washington, D.C.   12/14-11/15

Moodle Learning Management System Administrator

For the Peace Corps, administer daily Learning Management System needs and end-user support, including analyzing requirements for the platform that is used to deliver content to more than nine thousand users in sixty-five countries. Worked remotely two days per week.

Key Duties and Responsibilities:

- LMS management of all courses, including but not limited to: updating course properties, integrating created courses into learning tracks/programs and enrolling users via enrollment keys and/or batch processing, course utilities such as import, export, archive, restore, etc., course configuration options, groups, learning paths, course catalog entries, changing passwords, user roles, user account creation, metadata standards and procedures, and site hierarchy management.
- Consult and collaborate with the LMS vendor and internal stakeholders to assure stable and consistent LMS functionality.
- Publish courseware using e-learning standards such as SCORM and AICC.
- Address all LMS help-desk tickets and issues and serve as the LMS lead for the support ticketing system.
- Manage the course and content backup process to ensure disaster recovery and policies are followed.

SAUDI ELECTRIC SERVICES POLYTECHNIC, Juaymah, Saudi Arabia   11/13-06/14

Educational Technologist

For Saudi Electric Services Polytechnic (SESP), integrated Moodle into the curriculum at both the Juaymah and Baish Training Centers. These two centers have a combined total of more than 1,200 users utilizing the platform for monitoring attendance and grades, conducting online testing, and delivering blended learning lessons.

Key Contributions at Juaymah Training Center:

- Initially trained 31 instructors in basic Moodle usage (adding resources, updating attendance and gradebook, developing basic online quizzes), and then conducted daily one-on-one and small group sustainment training.
- Imported 2,750 midterm and final exam grades from scantron-created .csv file to Moodle gradebook, eliminating the need for instructors to enter scores manually.
- Digitized and imported all paper-based instructor resources and developed metadata standards and taxonomy to optimize content findability and use.

- Developed weekly testing protocol for 275 students in English, math, science, and health & safety classes, including adapting offline test material for the online environment and implementing anti-cheating measures.
- Compiled weekly grade and attendance reports for 23 English classes, as well as math, science and health & safety courses.
- Spearheaded the online testing initiative for their "Go Green" project, the immediate ecological impact of which was the savings of 211.2 reams of paper per year

Key Contributions at Baish Training Center over a three-week period:

- Initially trained 67 instructors in basic Moodle usage (adding resources, updating attendance and gradebook, developing basic online quizzes), and then conducted daily one-on-one and small group sustainment training.
- Upgraded existing Moodle 2.5 version to 2.6 and changed themes.
- Acted as the primary instructor for 20 English classes (approximately 360 students) during one-hour blocks of time to assist participants in logging in for the first time, finding and touring their courses, and then completing basic activities.

EASTWOOD COLLEGE, Mansourieh, Lebanon   05/13-11/13

Chief Learning Officer

For Eastwood College (the first school in the Middle East to eliminate textbooks and deliver all content digitally), plan and implement training to assist instructors in incorporating technology into the classroom.

Key Contributions:

- Initially set up the school's Moodle 2.5 site, and created more than 120 course shells along with the category framework to organize them.
- Trained 52 instructors in basic Moodle usage (adding resources, updating attendance and gradebook, developing basic online quizzes), and then conducted daily one-on-one and small group sustainment training.
- Transitioned the school's annual offline professional development workshops to an online, asynchronous format, allowing faculty members to complete all training from home during the summer instead of attending onsite workshops. Associated metadata to workshop elements to allow for retrieval and re-use in future workshops.
- Set up a school wiki to be used as the sole platform for parents, students, staff, and faculty to locate school forms, policy manuals, curriculum materials, best practice videos, etc.

AMIDEAST, Middle East and North Africa   07/12-09/12

e-Learning Developer, Independent Contractor

For AMIDEAST, a leading American non-profit organization engaged in international education, training and development activities in the Middle East and North Africa, bid on and received a contract to build an online training course for Moodle users. Worked remotely for the duration of the project.

Key Contributions:

- Used Articulate Storyline to create a three-hour, online course to allow English instructors to gain basic proficiency with the Moodle learning management system. More than a dozen students from MENA have completed the initial training.

ALFAISAL UNIVERSITY, Riyadh, Saudi Arabia   08/10-07/12

Moodle Administrator/ English Instructor

Instruct and supervise 15-20 students in academic English, 15 hours per week. The primary instructional delivery method was the Moodle learning management system. Assigned as Team Leader for in-house curriculum development project.

Key Contributions:

- Provided workshops and one-to-one training on basic Moodle functionality for 30 English, Math, and Science instructors.
- Created educational and instructional learning objectives and content in all four strands (reading, writing, listening, and speaking) for students at levels 3 and 4 (lower intermediate).
- Created Moodle courses to support the learning objectives including digitizing graded readers, and creating supporting quizzes, research and writing projects, related grammar exercises, and associated metadata structure.

KING FAISAL UNIVERSITY, Hofuf, Saudi Arabia   10/08-08/10

Moodle Administrator/English Program Manager

Supervised 48 English teachers and 512 students on a daily basis. Responsible for developing and implementing curriculum, tracking student progress, and administrating the Moodle learning management system. Also oversaw the program logistics, including ordering textbooks and supplies, ensuring maintenance on office equipment and classroom technology was completed, and transportation and housing needs for faculty were met.

Key Contributions:

- Supervised the expansion of the Preparatory Year Program from 240 students in the first year to 512 students the second year, and then to approximately 1,200 students in Academic Year 2010-11
- Set up the school's Moodle 1.9 site along with the course shells and the category framework to organize them.
- Trained 48 instructors in basic Moodle usage (adding resources, updating attendance and gradebook, developing basic online quizzes), and then conducted daily one-on-one and small group sustainment training.
- Initiated the trial acquisition of Promethean interactive whiteboards to enhance classroom instruction
- Initiated a pilot program with 50 students to test DynEd English Language Teaching (ELT) software and improve our Computer Aided Language Learning (CALL) environment

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Education and Technical Proficiencies

Bachelor of Arts in Interdisciplinary Studies (1997)

University of Arizona, Tucson

Technical Skills

Moodle LMS, Cornerstone OnDemand LMS, Litmos LMS, Expertus LMS, TOPYX LMS, WebEx, GoToMeeting, MS Office, Articulate Storyline, Articulate Replay, Articulate Rise, Google Apps, ADDIE Instructional Design Model, Blended Learning Course Design, Adult Learning Theory, Kirkpatrick Model