# JOANNE OSHEL
## TECHNICAL ASSISTANCE AND
## DATA COORDINATOR

## SUMMARY OF PROFESSIONAL EXPERIENCE

Ms. Oshel is employed as the Data and Technology Coordinator at CARS. In this position, she is responsible for the management of all technology and software training, as well as data from all technical assistance and incoming evaluation datasets. As part of her technology management, she uses technology to improve employee's work efficiency and capacity through the development of new procedures, and the addition of software. She also designs and develops new forms and data tracking tools to improve program management. Ms. Oshel also manages CARS webinar trainings, to include setup, coordination with trainers, attendees, and clients, and reporting. In addition to the management of the webinar trainings, Ms. Oshel also provides trainings on technology and software through the webinar format. Having a strong educational and professional background in graphic design, website development, and management, she coordinates all current project websites and manages the development of new websites, such as the state of California's California Volunteers website and the Governor's Mentoring Partnership websites. While working with various mentoring partnerships, Ms. Oshel designed and developed a mentoring database to assist programs in their collection, tracking, and reporting of mentor and mentee data. In addition, she also manages the CARS projects database and all data, changes, improvements, and reporting features.

Before joining CARS, Ms. Oshel worked for various government programs and non-profits as an Operations and Program Assistant. She developed program curriculum and procedures, data collection and client tracking, budget management, reporting, and accounting, and facilitated trainings in the areas of career development.

In addition, she worked in the field of education for eight years as a Program Manager, Teacher, and System Technology Coordinator. While working for a regional office of education in Illinois, she worked with at-risk high school students providing computer training to students in the Gear Up program, and assisted in the guidance of students in the WIA program. Joanne also worked in the areas of technology and teacher recertification where she provided technical assistance to teachers and administrators in seventeen school districts providing: guidance on incorporating technology into their classrooms, trained teachers in the use of technology and software, worked with data collection and analysis of school district statistics, and provided general technical assistance on various software and web based programs. She also designed and managed websites, computer labs and grant data collection and reporting through the 21st Century Learning Community grant, teacher recertification programs and training, and assisted in the management of all technology. While working for a private school system in Kentucky, Joanne worked as a technology teacher and System Technology Coordinator. She managed all technology for the school district, to include: website design and management, strategic planning and research for future technology, teacher training and alignment of technology standards in the classroom, federal technology grant management, writing technology plans, and teaching technology to students and teachers.

Ms. Oshel has also worked for private companies where she has provided assistance in the areas of marketing, technology, and general administrative assistance. She has worked in marketing for medical facilities and product distributors and sellers, to include: strategic planning, design of materials and company forms, writing and distribution of press releases, coordination of focus groups, e-commerce marketing, and coordination of various marketing programs. In addition, Joanne has worked with various companies in redesigning processes, forms, and reports to better enable businesses to run more efficiently.

# EDUCATION

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| *B.S., Information Technology*<br>-Minors in Marketing, e-Marketing, and<br>  Digital Communications (Website Design) | Franklin University | 2004 - 2008 |
| *Associate of Arts* | Shawnee College | 2002 - 2003 |
| Continuing Studies<br>-Concentration in Accounting | Carl Sandburg College | 2001 |
| Continuing Studies<br>-Concentration in Finance | Austin Peay State University | 1998 |
| Continuing Studies | University of Maryland<br>European Division | 1994 |
| Continuing Studies | Western Kentucky University | 1992 - 1993 |

# PROFESSIONAL EXPERIENCE

## Technical Assistance and Data Coordinator                     2010 – Present
*Center for Applied Research Solutions (CARS)*

In Ms. Oshel's position as Data and Technology Coordinator, she is responsible for the management of all technology and software training, as well as data from all technical assistance and incoming evaluation datasets.  As part of her technology management, she uses technology to improve employee's work efficiency and capacity through the development of new procedures, and the addition of software.  She also designs and develops new forms and data tracking tools to improve program management.  Ms. Oshel also manages CARS webinar trainings, to include setup, coordination with trainers, attendees, and clients, and reporting.  In addition to the management of the webinar trainings, Ms. Oshel also provides trainings on technology and software through the webinar format. Having a strong educational and professional background in graphic design, website development, and management, she coordinates all current project websites and manages the development of new websites, such as the state of California's California Volunteers website and the Governor's Mentoring Partnership websites.  While working with various mentoring partnerships, Ms. Oshel designed and developed a mentoring database to assist programs in their collection, tracking, and reporting of mentor and mentee data.  In addition, she also manages the CARS projects database and all data, changes, improvements, and reporting features.

## Technology Consultant                     2007 – 2009
*Self-Employed*

As a self-employed Technology Consultant, Ms. Oshel worked with individuals and businesses in pc troubleshooting, software and hardware installation and upkeep, technology training, and network setup and upkeep.

**System Administrator/Graphic Designer/Marketing Coordinator** 2008
*Twin Hills, Inc.*

Ms. Oshel performed under many capacities with this company. She was responsible for maintenance, set up, training, management, and troubleshooting of all technology equipment, software, servers, computers, and telephone equipment. Ms. Oshel also worked in the areas of marketing and e-marketing creating mass marketing email templates to market company products, formatting and designing all product images to servers and e-commerce sites, and performing various graphic design functions. She was also responsible for maintenance of, design elements, and updating of the company websites.

**System Technology Coordinator** 2005 – 2007
*St. Mary School System*

Ms. Oshel performed as the System Technology Coordinator and a Technology instructor while at St. Mary School System. She was responsible for the maintenance, upkeep, and tracking of approximately 200 computers, set up of all new accounts and maintained upkeep for email, network accounts, individual curriculum based software programs, grading databases, and administrator databases. Ms. Oshel also maintained basic computer networks, email, hardware, and server operations. She designed and updated school system websites, to include taking photographs, retrieving needed online information, and learning new features to continually improve the website. She planned and facilitated technology trainings for teachers on various software programs, basic computer skills, and technology equipment, and was responsible for training others on school software programs and providing assistance and technical support on school database management systems. In addition, she planned curriculum and taught students on the use of computers and various software programs to specifically learn: graphic design, developing videos and commercials, budgeting using spreadsheets, electronic storybooks, presentations using PowerPoint, flyers, posters, digital photography, and much more. Ms. Oshel was also responsible for the management and application of the federal technology funding program (e-rate). Also, as part of the position, she coordinated with administrators and committees on strategic planning for future technology.

**Program Manager** 2002 – 2005
*Regional Office of Education*

Ms. Oshel worked in many capacities while at this organization. She designed and updated websites and coordinated with various entities for information. She planned and facilitated technology trainings for teachers, educator administrators, and employees on various technology software programs and basic computer skills, and assisted teachers in training students with technology skills. Ms. Oshel also assisted with software, hardware and network installation and upkeep. As part of her marketing duties, she developed and coordinated press releases, marketing programs and materials for various programs. Ms. Oshel also completed various yearly state reports through the management and collection of school district statistics and data analysis for five counties and seventeen school districts. She also attended Baldridge training where she learned about continuous quality improvement through data analysis. She was also responsible for the verification of professional development for teaching certificates for all teachers in the five county region. In addition to the above work, Ms. Oshel also worked with mentoring programs, at-risk high school youth, positive behavioral intervention systems (PBIS), and students involved in the Workforce Investment Act program. She worked directly with the students and also managed monthly, quarterly, and yearly data collection, analysis, and reporting.

## AWARDS

Excellence in Customer Service from the Pentagon, Washington D.C.