

Sarah Sangregorio, MA, MS

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 <https://polymath-in-training.com>

Summary

I am passionate about higher education, adult learning, educational technology, technology training, professional development, and pedagogy.

I have over a decade of experience in higher education, supporting faculty, staff, and students in the area of instructional design and instructional technology. I have taught and presented in the areas of instructional design, assessment, and engagement. I moved into the faculty development space in 2015.

My research area is the systems of higher education. I'm currently working on a research project exploring how the experience of moving quickly to remote teaching online for the first time in Spring 2020 and how this experience may have affected and informed instructor identity.

Experience

Instructional Designer

Feliciano School of Business - Montclair State University

Apr 2018 - Present (2 years 8 months +)

Instructional Design:

- Utilize industry instructional design standards and best practices in designing courses and curricula
- Collaborate with Instructional Technology and Design Services staff and university resources on problems
- Design, develop, and plan ID workshops for students and faculty
- Evaluate educational design theories for application to a variety of program and department needs
- Train one-on-one and in a group setting in a collaborative and professional way using multiple modalities
- Create graphic design, audio, and video elements and software as they pertain to on-line course design and delivery are necessary

Educational Technology:

- Be a direct resource to business students in such systems like Social Studio, Bloomberg terminals, Nvivo, Qualtrics, WRDS, CompuStat, AuditAnalytics, Stocktrak, SAP, CRM, etc.
- Be a direct resource to all business school students and faculty regarding the use of tools to assist in instruction, research, program development and student outcomes.
- Contact, consult with, and motivate students and faculty in utilizing business education tools.
- Troubleshoot, problem solve issues, prioritize time and set clear boundaries
- Pursue new technologies and identifies opportunities for use and implementation on a regular basis
- Evaluating and suggesting current and emerging technologies in order to enhance course design, delivery and student retention.
- Proficient with multimedia and word processing skills on both PC and Mac platforms



Instructional Designer/Educational Technologist

Rutgers University

Aug 2016 - Apr 2018 (1 year 9 months)

Team Lead for Instructional Technology team, supervising work of e-Learning Support specialist and Multimedia Support specialists.

Assists Marketing team with content creation, including audiovisual media, graphic design, social media and poster printing using the Adobe suite, including Adobe InDesign, Photoshop, and Illustrator.

Project manager for in-house application development team

Assists SHP faculty in designing innovative teaching materials and effectively integrating instructional technologies into teaching and learning

Works closely with OIT's instructional technology and e-learning solutions for the maintenance, administration, and support of the SHP's online/hybrid courses and online/hybrid course development.

Interfaces with departments and programs in the development of educational content/materials using the Learning Management System adopted by the School/University

Works with existing and new faculty in implementing a technology-rich teaching and learning environment, both online and in-class.

Supports the management of the school's website and provides information and training on new educational technologies

Utilizes educational and media technologies to design and create instructional products

Analyzes and defines processes to enhance the implementation and successful adoption of educational technologies and media.

Contributes to achieving those aspects of SHP's strategic vision that concern technology-supported learning and accessibility

Effectively articulate technical concepts, both verbally and in writing to people in non-technical positions



Instructional Support Specialist / Sakai Support Help Desk Manager

Rutgers University

Nov 2015 - Aug 2016 (10 months)

Provide support for Sakai learning management systems to faculty and students

Assist faculty with Sakai course creation, maintenance, and administration

Create documentation for Sakai tools

Implemented Screensteps documentation

Supervise a team of student support technicians

Serve as liaison to developers and instructional designers

Lead Sakai 11 QA Testing



Technology Support Specialist

Bergen Community College

Feb 2014 - Nov 2015 (1 year 10 months)

Primary support personnel for the Meadowlands campus, providing on-campus, phone, and email support for students, staff, faculty

Provided technology training and documentation, controlled inventory, conducted equipment audits for lifecycle, mentored student workers

Responsible for rollout of two incident management systems (ServiceNow and ServiceDesk Plus) and worked on the system setup team. Setup documentation and provided training classes and rollout/on-going support.

Served as escalation point for the central Help Desk and assists with onboarding and initial and continual training for new technicians.

Provided first level support for Moodle

Document Management Specialist

UBS

Sep 2013 - Feb 2014 (6 months)

Responded to online, phone, and e-mail employee and internal queries regarding employee Human Resources

HR Advisor

UBS

Apr 2013 - Sep 2013 (6 months)

Responded to online, phone, and e-mail employee and internal queries regarding employee Human Resources

Walt Disney World Resort - Workforce Management Deployment Associate

The Walt Disney Company

Jan 2011 - Jul 2012 (1 year 7 months)

Provide in-person and telephone troubleshooting and customer service for Walt Disney World specific Labor Operations technologies

Walt Disney World Resort - Workforce Management Statistical Associate

The Walt Disney Company

Sep 2011 - Jun 2012 (10 months)

Provided statistical analysis to management regarding staffing levels for WDW Parks.

Walt Disney World Resort - Costuming Hostess

The Walt Disney Company

May 2010 - Jan 2011 (9 months)

Sort, clean, and check out costumes for cast members.

Worked as wardrobe assistant for WDW stage shows.



Technology Solutions Center Advanced Phone and On-Site Support Student Technician/Trainer

Montclair State University

Jan 2009 - May 2010 (1 year 5 months)

- Trained student technicians in technology troubleshooting & protocol and created video and text based training documentation & special projects
- Provide face-to-face, phone, e-mail, chat & remote desktop support to faculty, staff and students
- Documents, track, and monitor technology issues with Service Desk Express
- Provided support in labs, classrooms and seminar rooms with audio-visual equipment
- Researched, developed, & implemented technology solutions at request of supervisor
- Diagnosed and healed viruses
- Imaged, configured, and fixed computers and printers and installed new toner and cartridges
- Provided first level support for Blackboard



Student Technology Academic Resource

Quinnipiac University

Jan 2007 - May 2008 (1 year 5 months)

Help Desk, Level II

- Troubleshoot Dell computers with Windows XP and Vista
- Troubleshoot software and hardware problems

Media Services, Level II

- Scan and prepare media (PDFs, JPEGs, CDs, DVDs) for faculty and students
- Rent out and demonstrate audio visual equipment in the office
- Troubleshoot software and hardware problems in the library
- Provide troubleshooting and set up help for on-campus audio visual equipment campus wide
- Video data projectors and microphone and sound system set up

Education



Montclair State University

Doctor of Philosophy - PhD, Teacher Education and Teacher Development, Higher Education

2020 - 2024



Quinnipiac University

MS, Instructional Design, Educational/Instructional Technology

2015 - 2016

Courses Taken: Design for Digital Environments, Digital Environments for Education, Design for Interactive Educational Environments, Gamification, Cognitive Science, Design and Development of Online Learning, New Directions in Digital Environments.



Montclair State University

MA, Theatre Production/Stage Management

2008 - 2010

Courses Taken: Stage Management, Running a Non-Profit Theatre, Research Methods in Theatre, Stage Management II, Graduate Theatre Readings, Production Management

Quinnipiac University

BA, Theatre Performance

2005 - 2008

Magna Cum Laude - 3.7 GPA


Dean's List Spring 2006-May 2008

KCACTF Stage Management Nominee - Spring 2008 - Quilters

Theatre Courses Taken: Beginning Acting, Intermediate Acting, Acting for Film/TV, Musical Theater Performance, Puppetry, Performance Fundamentals, Playwriting, Theatre History I, Dance for Musical Theatre, Scenic & Lighting Design, Directing, Theatre History II

Licenses & Certifications

 **Bloomberg Market Concepts** - Bloomberg LP

 **Administering Microsoft System Center Configuration Manager and Cloud Services Integration** - StormWind Studios

 **JAMF Certified Tech** - Jamf

Skills

Adobe Captivate • Articulate Storyline • Camtasia • Employee Training • Training Delivery • Adobe Creative Suite • Video Production • Editing • Final Cut Pro • iMovie