

# Resume – Rae L. Hanson

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## Education

**B.A. in English: Technical Writing** University of Central Florida, Orlando, FL (2000)  
*Minor: Computer Science*  
**A.A. in English** Indian River Community College, Fort Pierce, FL (1996)  
*Magna Cum Laude*

## Skills

**Strong Communication Skills:** Proven track record of understanding and servicing client needs as well as facilitating inter-office communication and resolving conflicts.

**Self-Efficient & Team Player:** Reliably completes tasks independently and seeks out new assignments but finds collaborating with others invigorating.

**Technical Prowess:** Proficient in multiple software packages including Adobe Creative Suite, Microsoft Office, Video Editing and Online Multimedia Production software. Experience with and knowledgeable about multiple online applications and systems as well as social media technologies. Fluent in HTML, DHTML, and CSS.

**Organized and Dedicated:** Experienced in creating timelines and scheduling staff. Able to keep order even under duress and anticipate and accommodate project requirements, committed to meeting and exceeding expectations.

## Current Employment

### Research Associate, Information Architect

Institute for Simulation & Training, School of Modeling, Simulation & Training – University of Central Florida

2002 – Present

**Summary:** Serving as research faculty working on primarily applied research projects funded by federal, state, and industry contacts and grants. Early in my career, these projects were primarily focused on the design and development of dynamic web applications. More recently, the projects have been focused on analyzing and evaluating identified issues to recommend and design customized science-based learning and training solutions. I also perform other research, development, and support duties when my expertise is needed and requested.

### Current Labs/Roles:

- Engage 2 Innovate (E2i) Creative Studio – Learning Analyst, Designer, & Developer (2015 - Present)
- School of Modeling, Simulation & Training – Interim Executive Director & Suite Support Officer (Aug 2021 – Present)
- School of Modeling, Simulation & Training – Interim Communications & Graphic Services Coordinator (Nov 2021 – Present)

### Responsibilities include(d):

Learning and gap analysis, Researching learning solutions, Recommending and designing learning solutions, Development and implementation of learning solutions, Designing and running Train the Trainer workshops/sessions, Designing data visualizations for proposals and reports, Providing written and oral reports to sponsors, Supervision of learning and web development staff, Providing (web, application, & learning) support to sponsors, Mentorship of graduate students and other staff, Conduct regular evaluations of project status and work completed, Writing and editing proposal materials, Consultation and guidance on communication, file management, and content management systems/solutions, Facilitating and coordinating with Communications vendors and outside consultants, Providing background research to the Executive Office as requested, Preparing and writing talking points for Executive Office talks and presentations, Preparing slides and other presentation materials for School Director, Preparing handouts and other materials for School visitors and events, Managing the Communications/Graphics support budget, Maintaining Communications/Graphics inventory/supplies, Managing SMST website and social media accounts, Handling and coordinating print job requests, Designing and maintaining IST marketing materials, Coordinating and managing IST's exhibit participation in the annual I/ITSEC convention at the Orange County Convention Center, Assisting other IST personnel with reporting and other information/publication needs.

### **Previous Labs/Roles:**

- Institute for Simulation & Training – Interim IST Graphics & Information Coordinator (2014-2016)
- Research in Advanced Performance Technology and Educational Readiness (RAPTER) Lab – Website Manager, Technical Writer, & eLearning Developer (2005-2015)
- Department of Information Systems Technology (DIST) – Internal & Client Website Manager, Project Manager, Technical Writer, & Application Quality Assurance Tester (2000-2005)

## **Work History**

**Learning Consultant**                      Better Decisions, Inc.  
July 2021 – October 2021

Provided consultation about learning management systems, e-learning solutions vendors, e-learning content development, and miscellaneous learning topics. Researched potential learning platforms and provided comparison of B2B and B2C options. Reviewed developed content and exercises to provide general feedback and guidance on methods for assessment. Participated in calls with vendors to provide guidance on terms, scope, and deliverables. Coordinated weekly call with vendor to review progress and provide feedback on product.

**Database Design Consultant**      Adecco Staffing USA  
2016 – 2017

Provided consultation and assistance making updates to staffing databases and reports to include the verification of reported data, creation of new queries, and investigating and troubleshooting errors in data entry and reporting.

**Wordpress/Website Development Consultant**      Idea Connection Systems®  
2012 – 2013

Assisted in maintaining and updating the Idea Connection Systems website to include training staff on how to use Wordpress and make updates to purchased themes. Consulted on design and development of product targeted new website and then assisted in setting up a new Wordpress install for the site and implementing purchased theme and customizations to the design for the new site.

**Quality Assurance Consultant**      American Museum of Natural History  
2003 – 2008

Performed quality assurance/usability tests across OS platforms using all versions of browser software that might be used to view new sites being developed for the Museum. This included their Kids & Families interactive Oology website (Marine Biology, Genetics, Biodiversity, Astronomy, Paleontology, Archaeology, Meet the Ologists) and their Seminar on Science Course Sites (SOS Main Site Redesign; Genetics, Genomics, Genethics; Earth: Inside and Out; Dinosaurs Among Us: The Link to Birds; Frontiers in Physical Science; Diversity of Fishes). This was freelance work that ended when they began conducting their QA in-house.

**Computer Applications Coordinator**                      Institute for Simulation & Training – University of Central Florida  
2000 – 2002

In addition to the duties of my former Information Specialist position I also conducted and ran beta-testing of dynamic web applications before their distribution online, researched new technologies and products and made recommendations on which to use/purchase, provided customer service for web site clients, hired and trained new web development staff, collaborated with programmers on database and web application user interface design, and provided monthly activity reports. I was then promoted into a full-time benefited position with additional responsibilities.

**Information Specialist**                      Institute for Simulation & Training – University of Central Florida  
1998 – 2000

Built and maintained client websites on time-sensitive deadlines, reviewed and finalized edits and updates by other web development staff, assisted in creating and applying user interface designs to web applications, wrote documentation and online help for web applications. After graduating with my B.A., I moved into a new position with more responsibilities.

**Web Development Assistant**                      Institute for Simulation & Training – University of Central Florida  
1997 – 1998

Built and maintained client websites using basic HTML and graphic editing skills as a part-time student hire until I was moved into a full-time position.