

Dr. Julie (Juls) Gilliam

25 years of overall IT experience and 20 years in academic computing, instructional and systems environments. Focusing on creating, developing and orchestrating solutions, support, and training for the end user in various capacities.

EDUCATION:

DEGREE | DATE EARNED | SCHOOL

- Sc.D. Information and Interaction Design from University of Baltimore; Baltimore, Maryland (December 2015).
- MS Computer Systems Management from University of Maryland University College; College Park, Maryland (May 2006).
- BS Computer Information Science from University of Maryland University College; College Park, Maryland (May 1999).
- BS Social Work from Frostburg State University; Frostburg, Maryland (May 1990).

TECHNICAL SKILLS

- Content Management Systems (Drupal, Joomla, Site Executive, & WordPress)
- Interactive Technologies (Adobe Suite, Camtasia, Captivate, Second Life, Unity)
- IT Security (Computer security, IBM AS/400 Security, Homeland Security)
- Learning Management Systems (Blackboard, Canvas, Desired2Learn, Moodle, and WebTycho)
- Multimedia (Final Cut, iMovie, Adobe Premiere, After Effects, Tumult Hype, Canva, VoiceThread)
- Operating Platforms (AS/400, iOS, Mac OS, Unix, and Windows)
- Rubrics (Quality Matters), (SUNY – Online Course Quality Review Rubric – OSQR)
- Server Technologies (IIS, Mamp/Mamp Pro, OS X, and Virtual Environments)
- Synchronous Technologies (Appear.In, Connect, GoToMeeting, JoinMe, Skype, Zoom, and WebEx)
- Technical Lead (Operations Manager, Lead & Senior Technical Specialist)
- UX (Adobe XD, Axure, Balsamiq, JustinMind, Omnigraffle, Sketch)
- Web and Mobile (iOS SDK, Bootstrap, Dashcode, Jira, WebKit, HTML5, Polymer Project, RapidWeaver, Titanium & Vue)

EXPERIENCE:**INSTRUCTIONAL DESIGNER (XEROX - CONTRACTUAL)****NORTHERN VIRGINIA COMMUNITY COLLEGE | APRIL 2019 – CURRENT**

- Assisting faculty in the design of online courses and instructional practices; created online learning resources; and pilot/implemented new technologies for teaching and learning.
- Managing course review/revision projects.
- Providing instructional design consultation to individual or groups of faculty on optimal design of online courses and effective use of multimedia for online instruction.
- Reviewing existing courses for quality, currency, and consistency and working with faculty to enhance courses.
- Tracking status of projects and maintained appropriate files and records, including time tracking, project comments, and task completion.
- Helping to refine and improved the instructional design/development processes and procedures.
- Researching and made recommendations on educational best practices, instructional resources, and instructional technologies to support teaching and learning.

INSTRUCTIONAL DESIGNER (PART-TIME - CONTRACTUAL)**HOOD COLLEGE | JULY 2019 – NOVEMBER 2020**

- Developed a standardized template structure for online classrooms offered in SMS.
- Assisted with transitioning face-to-face course content to the online platform following best practices in online.
- Troubleshooted the new template and online course opportunities.
- Developed and delivered training and programs that mentor faculty in course design.
- Supported faculty through all stages of the online transition.
- Managed workflow of the development process.
- Assessed and edited course content.
- Adjusted content to specific conditions to ensure student accessibility.
- Inputted instructional content and changes into course delivery systems.
- Maintained documentation on course development for future use.

SENIOR COURSE CURRICULUM DEVELOPER (LEWIS & PRICE - CONTRACTUAL)

DEFENSE INFORMATION SCHOOL (DINFOS) | JULY 2019 – SEPTEMBER 2019

- Provided an agile and rapid development approach to curriculum projects.
- Front-end analysis and diagnostics to determine optimal training/learning intervention solutions that will resolve customer performance problems and met goals and objectives.
- Responsive, innovative training/learning solution design that ensured requirements traceability and effectively controls the solution development effort.
- Training/learning solutions that employed cost-efficient, schedule-responsive processes and industry best practices.
- Customized blended learning solutions to supplement COTS content.
- Training implementation (including pilot offerings and train-the-trainer (T3) support of the curricula developed here under).
- Program management support at the major training/learning program or enterprise level.
- Other related curriculum development and educational support services, such as strategy recommendations, job task analysis, competency modeling; electronic performance support elements including guided tutorials and intelligent tutors, templates, mobile learning applications and deliverables that can be utilized to close competency/performance gaps.

SENIOR INSTRUCTIONAL DESIGNER

USM POSITION FUNDED BY UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE | JANUARY 2019 - APRIL 2019

- Applied research and best practices in adult learning theory, pedagogy, assessment techniques, and instructional design in the development and evaluation of online courses.
- Developed of MOOCs on the edX platform.
- Collaborated with Subject Matter Experts (SMEs) to have created curriculum using a variety of technologies while developed targeted competencies and produced desired learning outcomes.

**LEAD/SENIOR INSTRUCTIONAL TECHNICAL SPECIALIST
UNIVERSITY OF MARYLAND SCHOOL OF SOCIAL WORK |
JUNE 2011 – JANUARY 2019**

- Designed and developed the first Society and Social Work Research (SSWR) conference mobile application and first enhanced text-book prototype, conducted user testing and storyboards for production.
- Conducted audio-visual/computing (Windows, Mac OS, IT Security) and web server support.
- Developed and created innovative uses of technology for the implementation of instructional and technological services for social work students, staff and faculty.
- Services include audio/visual, educational, hardware, software, server support, user interfaces, web-based applications.
- Maintained and nurtured effective communication and partnerships with social work faculty by providing visual training materials.
- Proactively represented the social work perspective utilizing technology through participation in meetings, conferences, committees, and special projects. Presented internationally on subjects such as presentation of information, mobile technology, user-design and instructional technology.
- Provided instructional technology support to the School of Social Work which includes graphic-design, guest lecturing, application development, training, and teaching/learning presentations.
- Served as a technical lead and manager for educational technology systems.

**INSTRUCTIONAL TECHNICAL SPECIALIST | UNIVERSITY OF MARYLAND,
BALTIMORE (DENTAL SCHOOL) | JUNE 2011 – AUGUST 2007**

- Provided instructional and technical support to dental faculty, staff, and students.
- Support included audio, video, learning management systems, and web technologies.
- Worked with faculty and staff to have created learning and multimedia products.
- Presented on subjects such as virtual worlds, mobile technology, and instructional technology.
- Served as a project technical lead and manager for the website.

**INSTRUCTIONAL SUPPORT SPECIALIST | UNIVERSITY OF MARYLAND
UNIVERSITY COLLEGE | AUGUST 2007 - OCTOBER 2005**

- Provided technical support to online faculty teaching courses at the undergraduate and graduate level.
- Assisted with the preparation of online learning and support materials.

- Collaborated on the development and delivery of Distance education (DE) faculty training.
- Presented 24 times to over 300 people on various subjects such as e-learning, computing security, network simulations, virtual labs, and homeland security.

IT SUPPORT SPECIALIST | UNIVERSITY OF MARYLAND, BALTIMORE | OCTOBER 2005 – SEPTEMBER 2002

- Developed a centralized students/staff computing resources website.
- Founded the UMB Mac User's group.
- Provided technical support in the use of enterprise-wide information systems and technologies.
- Support included: computer hardware and software, Microsoft Exchange, Web and Unix Email, HS/HSL Library Remote Access, Office Research Data Warehouse, Student User Friendly System, Blackboard Education Application, eUMB HR, and the Payroll application.

SENIOR ANALYST: GANNETT | SEPTEMBER 2002 – AUGUST 2001

- Developed an Information Technology learning program for new graduates/transitioning employees.
- Led "expert online" sessions using WebEx Conferencing on IBM AS/400 Security.
- Traveled to train newspaper sites on the AS/400 Circulation system.
- Responsibilities included installation of software, teaching nontechnical users how to perform daily circulation system responsibilities, system administration and assessing each site's conversion opportunities.

OPERATIONS MANAGER/SUPERVISOR: GANNETT | AUGUST 2001 - JULY 1999

- Managed operations staff that provided 24/7 first-level support for the computer and network systems for Gannett and USA TODAY.
- Oversees and supervised staff of 12 of the day-to-day operations and coordinated the communication between Gannett, USA TODAY data centers, programmers, and developers.
- Partnered with other IT Teams and served on the computer security team to ensure staff awareness of viruses/security leaks for the computer and network systems.
- Provided direction and leadership for all aspects of IT operations, security, and support in order to maintain their effective operation.

Publications:

- Gilliam, J. (2018.) "SELF-DISCOVERY - Seeking to Understand". Kindle Publishing.
- Sharpe, T. (2013). "Understanding the Sociocultural Context of Coping for African American Family Members of Homicide Victims: A Conceptual Model" TRAUMA, VIOLENCE, & ABUSE. SAGE Publication. Acknowledged for graphic support.
- Hack GD, Levine E, Gilliam J, Trotman CA. (2011). "Operative Techniques Manual Cookbook Style" J Dent Educ. 75 (2): 266-271
- Morgan, A., Gilliam, J. (2011). " Does Haptic Technology Have A Place in Dental Education? An Inter-professional Approach," J Dent Educ. 75(2): 260-265
- Bufano UB., Branch-Mays G., Gilliam J., Romberg E. (2010). "An Online Multimedia Treatment Planning Tool: Effect on Dental Students' Knowledge in Using Standardized Clinical Data," J Dent Educ. 74: 50-57.

Presentations :

- June 2022, "Pronouns & Policies" for Howard County workforce through the Human Rights Office of Equity via Teams.
- April 2022, "Easy-to-use Technology Toolbox to Create Dynamic, Student-Centered Learning in Your Online and Hybrid Courses" for New Horizons Conference 2022 in Roanoke, Virginia.
- October 2020 created a presentation of four panelists to education the Howard County Community called "Getting to Know Your LGBTQ Neighbor" via Zoom.
- August 2020, "Evaluation and Continuous Improvement," for Hood College via Zoom.
- April 2020 presented to over 100 faculty for Northern Virginia Community College with the Instructional Design Team for Nova Online about the "Online Exam Best Practices via Zoom."
- January 2020, "Easy-to-use Technology Tools to Create Dynamic Student-Centered Learning in Your Online and Hybrid Courses" at Northern Virginia Community College for PUP 2020.
- December 2018, "Finding the Middle Ground in Gender," TedX Talk for University of Maryland, Baltimore.
- July 2018 participated at the Social Work, Education and Social Development Conference in Dublin, Ireland. Presented a poster presentation on how to "Develop and Deliver Powerful Messages that Resonate in Education &

Research." Also, presented on "A Demonstration of SHAR (Showing the How of Applications Realistically) Toolset for Human Service Professionals."

- May 2018 "Using Technology to Overcome Barriers of Learning" presentation at the First Teaching and Technology Day for University of Maryland, Baltimore.
- March 2018 participated in the Maryland Music Educators Association Conference.
- October 2017 quoted in The New Social Worker article "New Standards Provide Guidelines for Social Workers in an Ever-Changing Tech World."
- June 2017 served on the Technology Standards Sub-Task Force Advisory Group.
- April 2017 "Can You Hear Me Now" for 50+ citizens of Howard County at the East Columbia 50+ Center, Columbia, MD.
- March 2017, "Qualtrics and Vibe Demo" for campus IT professionals at the Health Sciences and Human Services Library in Baltimore, MD.
- December 2016 "703 NEW Digital Media and Society from a Social Worker Perspective" for Social Work Continuing Education at University of Maryland School of Social Work in Baltimore, MD.
- November 2016 Co presented "Investigating Mobile Technology Tools for Social Workers" at the Council of Social Work Education Conference in Atlanta, Ga.
- September 2016 "Presenting Information to your Audience: Images, Text, and Video" for National Association of Social Workers Macro Conference at the Maritime Institute of Technology in Linthicum, Maryland.
- June 2016 "A Blossoming Perspective from the University of Maryland School of Social Work," at Health Sciences Human Services Library in Baltimore, MD.
- December 2015 "Social Work and Technology" for National Social Workers Maryland Chapter for Continuing Education in Silver Spring, MD.
- November 2015 "Investigating the Role of Mobile Applications in Social Work" for UMBC students at the NASW Student Conference at UMBC in Baltimore, MD.
- November 2015 "Mindfulness and Self-Care with Technology" for staff and faculty at the University of Maryland School of Social Work in Baltimore, MD.
- October 2015 "Facilitate Groups Using Free Technology Tools (Synchronous & Asynchronous)" for staff and faculty at the University of Maryland School of Social Work in Baltimore, MD.

- September 2015 "Understanding the Code of Ethics and How It Relates to Current Electronic Standards" for National Social Workers MD Chapter for Continuing Education in Charlotte, MD.
- September 2015 "Present Information to Your Audience (Images, Text & Video)" for staff and faculty at the University of Maryland School of Social Work in Baltimore, MD.
- April 2015 "Lunch & Learn - Mobile Technology in Social Work" at the University of Maryland School of Social Work in Baltimore, MD.
- January 2015 "Social Work & Technology Workshop" at the Society of Social Workers and Research Conference in New Orleans, LA.
- July 2014 - "Investigating the Role of an Enhanced Textbook: Using the Principles of Human Centered Design" at the International Joint World Conference Social Work, Education, and Social Development in Melbourne, Australia.
- June 2014 - "A Transformational Journey through the Perception of Mobliography". Gallery expedition of artwork.
- November 2013 - "Vibe & Research," Center for Information Technology Vibe Presentation, at the University of Maryland SMC Campus Center, Baltimore, MD.
- October 2013 - Co-presenter with Amy Bouldin, "Investigating the Role of Mobile Applications in the Healthy Expressions of Emotions and Cognition," Baltimore, MD, presented to University of Maryland Baltimore, MD.
- May 2013 - Co-presenter with Dr. Jay Coughlin, "Investigating the Role of Mobile Applications in Treating Trauma Survivors," at the Howard County Community College PTSD and Resilience Conference, Columbia, MD.
- October 2011 - Co-presenter with Dr. Anastasia Salter, Dr. Elizabeth Nix, and Laura Gillespie, "Collaborative Student-Centered Pedagogies for Cross-disciplinary Mobile Apps," Mobility Shifts Conference: An International Future of Learning Summit, New York City, NY.
- May 2011 - Co-presenter with Dr. James Craig, "Innovation in Dental Education Through Technology, University of Maryland Dental School," Baltimore, MD, presented to international visitors from Kenya.
- May 2010 - Co-presenter with Dr. James Craig, and Dr. Carroll Ann Trotman presented "Learning Without Limits: Instructional Technology Solutions for Dental Education," ADEA Summer Conference in Boston, MA.

- April 2010 - "Development of Mobile Applications for the UMB Dental School", @hand Mobile Technologies in Academia and Medicine Conference, at the University of Maryland Health Sciences Human Services Library, Baltimore, MD
- March 2009 - Co-presenter with Katy Battani RDH, MS, Bianca Harris RDH, MS, Marion Manski RDH, MS, MaryAnn Schneiderman MS, Syme RDH, MS Janet Weber RDH, M.Ed., presented "Integrating Diverse Technologies to Create Innovative and Self-Directed Learning," American Dental Education Association Summer Conference in Washington, DC.
- June 2009 - Co-presenter with Dr. Trotman, "Demonstrating Innovative Instructional Learning through Exploring UMB's Virtual Dental School," Educomm 2009 annual meeting, Orlando, FL.
- May 2009 Co-presenter with Dr. Trotman, Invited Guest Speaker, "Demonstrating Innovative Instructional Learning through Exploring UMB's Virtual Dental School," Maryland Educators Association Teaching and Learning through Technology Annual Meeting, Baltimore, MD.
- June 2007 - Co-presenter with Towanda Jones, "Using Simulations to Enhance Online Learning" for 2007 New Media Consortium (NMC) conference in Indianapolis, Indiana.
- March 2007 - "Safety and Security: Is Your Campus a Disaster Waiting to Happen?" for Maryland Association for Higher Education Conference.
- August 2006 - Co-presenter with Dr. Loyce Pailen, "Networking & Information Security: Improving Online Learning through Simulation," Federal Information Systems Security Educators' Association Conference, Washington, DC.
- August 2006 - Co-presenter with Dr. Loyce Pailen, "Networking & Information Security: improving Online Learning through Simulation," OPNETWORK, Washington, DC.

COURSES

- Digital Media and Society - CMST 301 (Undergraduate)
- Internet and Web Design - CMST 385 (Undergraduate - Co-Taught)
- Human Computers and Cognition - IDIA 640 (Graduate - TA)
- Networking Essentials - CMIT 265 (Undergraduate - TA)
- Multimedia Software – ITE 170 (Undergraduate)
- Advanced Multimedia Software – ITE 270 (Undergraduate)
- Web Page Design II – ITD 210 (Undergraduate)
- Homeland Security - ITSM 620 (Graduate - TA)

RESEARCH INTERESTS

- Audio/Visual Story-Telling, Building Bridges for Social Work and Technology
- eBook Development, eLearning, Information Technology Security
- Instructional Technology, Developing User-Centered Interfaces, Learning and Cognition
- Mobile Learning and Technology, Overcoming Learning Challenges Using Technology
- Simulation, and Virtual Reality

Award/Recognitions:

- 2022, 2021, 2020 Cold Weather Shelter Coordinator for the Homeless
- 2020 & 2021 Howard County Workgroup Member for LGBTQIA++ Workgroup
- 2017 & 2018 Board member for the international organization **human services Information Technology applications**. (Promoting the ethical and effective use of informational technology to better serve humanity.)
- 2016 Nominated as a sub-task force for National Association of Social Workers Technology Standards Committee.
- 2015 Delta Epsilon Iota Academic Honor Society at University of Baltimore with a 4.0 2014
- 2014 Developed the first ever Society and Social Work and Research Conference Web/Mobile App
- 2011 University of Baltimore Turner Travel Award Recipient
- 2011 & 2010 James T. Hill Scholarship Finalist at the University of Maryland, Baltimore
- 2009 Most Valuable Staff Member at the University of Maryland Dental School

Reference: Available upon request