

JONATHAN WILKINSON

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Highlights of Qualifications

Overview:

Experienced Technology Educator with Management experience; specializing in software deployment, staff and student training, and Project Management. Effective educator who has worked with a diverse groups of students and learning styles. More than ten years experience assisting educators and students with technical support including a variety of Content Management Systems and Learning Management Systems.

Skills:

Windows, Mac OS, WordPress, Content Management Systems (CMS), Learning Management Systems (LMS), Student Information Systems (SIS), Software Deployment, Project Management, Customer Service, PC/MAC Hardware, Data Recovery/Integration, Citrix GotoMeeting, Netsuite, Training, Remote Desktop Management, Assistive Technology, eLearning, Customer Service, Conflict Management, Curriculum Development

Professional Experience

WhippleHill Communications Bedford, NH/Toronto, ON

1/2009 – Present

Success Manager 3/2013 - Present

- Consult with independent schools to maintain a high level of customer satisfaction
- Close approximately 100 advanced cases a month
- Work with schools to increase product adoption and retention
- Model best practice guidance and advice regarding software implementation and show examples of how other schools solve similar problems
- Work with schools in need of in-depth consulting on the use of Learning Management Software
- Pro-active communication and consulting with assigned schools transitioning to new products and new clients
- Review existing support issues for transition or jeopardy customers
- Manage jeopardy schools back to satisfaction by solving specific problems or de-escalating crises

Account Manager 2/2011 – 3/2013

- Managed approximately 100 school accounts
- Project Management for new and existing clients, including managing project team (Designers, Programmers, and Trainers) to ensure projects launch on time
- Modelled best practices of use of software to schools
- Performed needs analysis for schools to help select Enterprise-wide academic software
- Analyzed customer software usage and proposed/demo new products
- Reviewed client contracts to ensure proper billing
- Conducted presentations for large audiences at the company's annual User Conference

- Assisted clients in fully utilizing website tools; guided clients through any website changes including redesigns and new software

Support Representative 1/2009 - 2/2011

- Provided Customer Service, training, and technical support to approximately 450 Independent schools throughout North America
- Escalated issues to Quality Assurance team
- Created documentation for online help centre
- Managed school support issues via online help desk

Eighty20 Group Toronto, ON

10/2007 - 1/2009 (Company acquired by WhippleHill Communications)

Customer Care Manager/Project Manager

- Maintained and supported websites for independent schools throughout North America using proprietary Content Management Software
- Managed website production team including design, coding, and quality assurance
- Provided Customer Service, training, and technical support to independent schools throughout North America
- Supervised/Coordinated work of consultants/contractors/specialists
- Managed network projects including back-up, upgrades, and maintenance
- Coordinated the selection and implementation of an online support system

Maine South High School Park Ridge, IL

7/2001 - 9/2007

Building Technology Coordinator

- Provided technical assistance to 100 staff and 2400 students; assisted with network access, printing, and software applications
- Assisted teachers with integration of technology into the curriculum
- Modelled appropriate uses of technology in the classroom
- Designed and delivered technical training for students, teachers, counsellors, and administrators
- Coordinated with Director of Technology to develop annual technology plan
- Supported and maintained approximately 1,000 desktops and laptops in a secondary school environment

Arlington County Schools Arlington, VA

8/2000 – 7/2001

Instructional Technology Coordinator

- Provided training for teachers, administrators, and support staff in implementation of State Technology Standards
- Provided technical assistance to staff and students in a secondary school environment; assisted with network access, printing, and software applications
- Designed, created, and updated the school's web site
- Developed and disseminated training materials

Phillips Programs for Families and Children Annandale, VA

8/1998 - 6/2000

Technology Specialist/Teacher

- Adapted instructional skills to teach basic academic and computer skills to students with Special Needs

Crittenden Middle School Newport News, VA

8/1997 - 6/1998

Social Studies Teacher

Education

Mary Washington College Fredericksburg, VA 5/1997

BA History

License to Teach Secondary Social Studies

George Mason University, Fairfax, VA

Approximately 21 Graduate hours in Instructional Technology

Community Service

Board Member, St. Mary's Anglican Church

Member Board of Directors, Home on the Hill Supportive Housing

References available upon request