

PROFESSIONAL SUMMARY

Experienced IT professional and educator with a passion for leveraging technology to enhance learning. Proven ability to develop and deliver engaging IT training programs, collaborate with faculty to improve curriculum, and stay current with emerging technologies. Proficient in various Learning Management Systems (LMS) including Canvas, Blackboard, and familiar with Moodle.

Skills

- **Technology Applications:** Proficient in content management systems (Drupal, Wix, SharePoint, GrowthZone AMS), databases (MySQL, Access, XAMPP), and data visualization tools (Tableau, Excel, Google Analytics).
- **Learning Management Systems:** Canvas, Blackboard, Moodle.
- **Programming Languages:** HTML, CSS, JavaScript, PHP.
- **Communication and Collaboration:** Strong oral and written communication skills, effective interaction with individuals and groups, and experience in professional associations.
- **Teaching and Training:** Extensive experience in curriculum development, instructional design, and online teaching tools (Canva, Blackboard).

EDUCATION

Doctor of Education (Ed.D.) in Educational Leadership, Policy, and Human Development

North Carolina State University, Raleigh, NC (Expected Completion: May 2027)

Master of Science in Network Technology concentration in Digital Communications Technology

East Carolina University, Greenville, NC (Expected Completion: December 2026)

Master of Library Science

North Carolina Central University, Durham, NC (May 2021)

Master of Information Science

North Carolina Central University, Durham, NC (May 2021)

TEACHING EXPERIENCE

Information Technology Faculty (Programming/Computer Information Systems) January 2024 – Present

Rowan-Cabarrus Community College

Concord, NC

- Creating and delivering engaging course content on artificial intelligence (AI) fundamentals.
- Designing curriculum modules covering topics such as machine learning, neural networks, natural language processing, and computer vision. Develop and teach courses in information technology, incorporating industry trends and pedagogical best practices to enhance student learning experiences.
- Collaborate with colleagues to update and assess the curriculum, participate in professional development activities, and engage in scholarly research to contribute to program excellence and innovation.
- Provide academic advising, mentorship, and leadership in departmental and college-wide initiatives, fostering student success, workforce development, and community partnerships.
- Teach 3-4 courses per semester in information technology, covering topics such as programming languages, web development, database management, networking, and artificial intelligence, while ensuring high-quality instruction and student engagement.

Key Accomplishment:

- **Developed and Advised the Technology Innovator Club (TIC):** I played a key role in establishing and connecting this student club, fostering a supportive environment for students to explore their passion for technology.

Teaching with Primary Sources Fellowship**May 2023 – February 2024***University of North Carolina at Chapel Hill, Wilson Special Collections Library**Chapel Hill, NC*

- Experienced in identifying, evaluating, and integrating primary sources into curriculum design.
- Developed a new lesson plan that incorporates primary sources to teach students about the history of American cuisine. The lesson plan includes a variety of primary sources, such as cookbooks, recipes, and menus, that students use to analyze and interpret the changing culinary landscape of the United States over time.

TEACHING RESPONSIBILITIES

- Develop and teach a variety of courses in information technology, such as programming languages, web development, database management, networking, cybersecurity, and IT project management.
- Create engaging course materials, including lectures, assignments, projects, and assessments that align with program objectives and industry standards.
- Use a variety of teaching methods, technologies, and tools to enhance student learning experiences, including online platforms, simulations, and hands-on labs.
- Provide academic advising, mentoring, and support to students to help them succeed academically and professionally.
- Stay updated with advancements in the field of information technology and incorporate relevant industry trends, practices, and certifications into the curriculum.

Courses Taught:

Artificial Intelligence Fundamentals

- Topics include history, development, and applications of AI and machine learning.

Web Development Fundamentals

- Covers W3C standard markup language, responsive design, and file transfer.

Web, Programming, and Database Foundation

- Introduces tools in programming, mark-up language, web services, and database design.

Introduction to Computers

- Fundamental computer concepts, hardware, software, and security.

Computing Fundamentals I (Upcoming)

- Essential foundation for computing discipline and computer science studies.

Python Programming (Upcoming)

- Introduction to programming using Python, focusing on algorithms and principles.

RELATED PROFESSIONAL EXPERIENCE

Librarian**May 2023 – February 2024***Rowan-Cabarrus Community College, South Campus Library**Concord, NC*

- Develop and curate comprehensive reference guides and bibliographies on various topics, including artificial intelligence, computer programming and development, information systems, and networking and virtualization, to enhance the accessibility and usability of the library's reference collection.
- Conduct extensive research to identify relevant and authoritative resources in the fields of artificial intelligence, computer programming and development, information systems, and networking and virtualization, ensuring the inclusion of up-to-date and diverse reference materials.
- Collaborate with subject matter experts, faculty members, and other librarians to gather input and insights in order to create specialized reference guides tailored to the unique needs of library patrons interested in artificial intelligence, computer programming and development, information systems, and networking and virtualization.
- Utilize information organization and cataloging techniques to ensure the reference guides and

bibliographies are logically structured, making it easier for library users to locate and access the relevant resources they need.

Librarian

October 2021 – July 2023

Johnson & Wales University, Charlotte Campus Library

Charlotte, NC

- Serves as a digital team member for the Johnson & Wales University Charlotte Library location and collaborates weekly with the Director of Digital Resources & Services on various library databases, websites, and online resources troubleshooting issues.
- Deploying, developing, testing, and updating the Johnson and Wales University Charlotte library website's redesign using the content management and curation platform libguides or springshare.
- Developing an archive schedule, procedures, and process for the student work studies to assist in a digitalization project with archival material from the Charlotte, Denver, and North Miami locations. Served as a valuable digital team member for the Johnson & Wales University Charlotte Library, collaborating weekly with the Director of Digital Resources & Services to troubleshoot issues related to library databases, websites, and online resources.
- Took the lead in developing an archive schedule, procedures, and process for student work studies, contributing to a digitalization project that involved archival material from the Charlotte, Denver, and North Miami locations of the university.

Key Accomplishment:

- Leading and coordinating with Charlotte Mecklenburg Library on access privileges for over 1,490 students, faculty, and staff to access electronic resources given to Mecklenburg County residents on a fall and spring semester bases.

Management and Program Analyst

September 2021 – May 2023

U.S. Government Accountability Office, Information Systems and Technology Services (ISTS)

Washington, DC

- Monitored the ServiceNow SaaS dashboard for IT system change requests, ensuring proper testing documentation and closure information. Proactively identified and addressed issues to maintain a smooth change management process, minimizing disruptions and maximizing efficiency.
- Coordinated with the Project Management Team to facilitate weekly project management briefs, addressing technical issues and providing updates on project progress. Acted as a liaison between stakeholders, ensuring effective communication and collaboration.
- Provided briefings during ISTS/IT OEES Support Operations & Managers meetings on the status of open change requests, highlighting key information and addressing concerns. Fostered a shared understanding of project goals and priorities.
- Managed assets and software retirement initiatives, including tracking, documentation, and optimization. Collaborated with stakeholders to develop and implement asset retirement strategies aligned with organizational goals, ensuring cost savings and improved resource utilization.
- Assisted the retirement Process Owner with the Operational Readiness Group (ORG) for ISTS Software and Hardware Retirement Process. Evaluated and reported on past due requests, implementing strategies to reduce open change requests and enhance overall quality. Collaborated on the Open-Source Software approach for manual collection of Software, ensuring efficient management and compliance.

Key Accomplishment:

- Serves as a retirement Process Owner with the Operational Readiness Group (ORG), responsible for guiding the process, procedures, and oversight through the ISTS Software and Hardware Retirement Process.
- Resolved 87 out of 87 last fiscal year's delinquent change requests and developed a color-coded spreadsheet that shows requests submitted within the last 72 hours, submitted within the last three months, and submitted within the last six months/fiscal year.

- Briefs over 200+ ISTS attendees during the weekly ISTS/ IT OEES Support Operations & Managers meeting on the status of all open Change Requests.
- Leading the development and collaboration on an automated software & hardware retirement system using the Software As a Service (SaaS) ServiceNow by developing flowcharts and coordinating with the ServiceNow engineers on the design.
- Selected for a third consecutively internship with the ISTS ORG department for my performance and contributions to the department on various projects and the ServiceNow platform, which plans to contribute to project management projects.
- Evaluates past due requests and report those challenge areas to supervisors and group managers for requests not closed within three months by creating awareness for management by professionally coordinating with IT specialists, managers, and group directors on the closure of scheduled requests, which greatly reduced the number of open change requests while improving overall quality.
- Collaborating on additional projects with the Applied Research and Methods (ARM) Center of Library Science (CLS) on several projects ranging from authentication to improving internal communications between systems, taxonomies/ontologies libguides, working with MARC by performing enhancement & maintenance in the library and data catalog, indexing content of libguides for the intranet, assist in setting up a project in Gitlab, including setting up branches and customizing project settings, and lastly, assist with electronic resource management of agency library resources by performing account management and enhancement of the eRM tool.
- Developing a process flow and documentation for IT Software Asset accountability by working closely with senior staff to ensure the process is complete and seamless.
- Collaborating with senior staff on the Open-Source Software approach for manual collection of software by developing workflow and policy.

AUX Graduate Student Assistant*Duke University Libraries***January 2021 – May 2021***Durham, NC*

- Evaluated and enhanced library website user experiences through qualitative and quantitative research, surveys, and usability testing.
- Collaborated with library staff to implement user-centered design principles and improve the overall usability and accessibility of library websites and interfaces.
- Proficient in data visualization and presentation techniques to communicate website UX findings and recommendations to library stakeholders.
- Skilled in designing and administering surveys and usability tests to gather user feedback on library websites and identify areas for improvement.
- Proficient in conducting research to gather data and insights on library website usage, user behaviors, and satisfaction.

SharePoint Specialist Intern*U.S. Department of Veterans Affairs, Veterans Benefits Administration***August 2020 – May 2021***Oakland, CA*

- Assisted in the configuration and customization of SharePoint sites, libraries, and lists, aligning them with organizational requirements.
- Supported content migration from legacy systems to SharePoint, ensuring data integrity and optimal organization.
- Collaborated with SharePoint team members to develop and implement workflows, forms, and templates, enhancing business processes and user productivity.
- Assisted in troubleshooting and resolving technical issues related to SharePoint, providing timely support to end-users.
- Conducted user training sessions on SharePoint functionality, empowering staff to utilize the platform for collaboration and document management effectively.

Serials/E-Resources and Interlibrary Loan Intern**August 2020 – May 2021***U.S. Environmental Protection Agency, EPA-RTP Library**Durham, NC*

- Demonstrated expertise in library databases, websites, and interlibrary loan systems, ensuring seamless access to information resources for library patrons.
- Provided accurate and detailed monthly reports to leadership, utilizing tools such as Springshare, HTML, and Google Analytics to track and analyze visitation data for online resources and library webpages.
- Successfully completed a complex project involving the ordering and delivery of over 1,553 PubMed PDF articles through the Interlibrary Loan system, ensuring prompt and efficient delivery to researchers and other libraries within a tight timeframe of 24 hours.
- Developed efficient workflows and procedures for managing interlibrary loan requests, ensuring smooth processing, tracking, and delivery of requested materials while adhering to established policies and procedures.
- Collaborated closely with researchers and library users to understand their information needs and provide personalized assistance in accessing and utilizing library databases and resources effectively.

Key Accomplishment

- Finalized the completion before the contract end of a project that consisted of researching and collaborating on over 1,553 PubMed PDFs articles via interlibrary loan, having already checked the library's collection for electronically available full-text articles.

Information Technology Specialist (Student Trainee)**June 2020 – August 2020***Federal Emergency Management Agency (FEMA), Office of IT Policy and Governance**Washington, DC*

- Assisted in the administration and maintenance of SharePoint 2010/2013, including creating and managing sites, libraries, and lists.
- Collaborated with team members to design and implement custom workflows, forms, and templates within SharePoint to improve business processes.
- Conducted user training sessions on SharePoint functionality, empowering staff to utilize the platform for collaboration and document management effectively.
- Played a key role in ensuring Section 508 compliance by conducting accessibility assessments and implementing necessary modifications to SharePoint sites and content.
- Actively participated in cross-functional projects to integrate SharePoint with other enterprise systems, promoting seamless data integration and streamlined workflows.

Key Accomplishment

- Collaborated on the design and creation of a Central Portal, which has led to the migration from SharePoint 2013 to SharePoint Online for the IT Policies and Governance division that will house all IT divisions' Standard Operating Procedures (SOPs), Non-Sensitive, and Sensitive Documents.

Senior Library Assistant**January 2019 – June 2020***Charlotte Mecklenburg Library system, Main Library**Charlotte, NC*

- Responded to numerous reference questions daily, referring patrons to appropriate resources and offering training in research techniques.
- Provided technical support and assistance to the library cardholders, guests, and colleagues by working closely with customers to diagnose and resolve any IT related problematic issues with library e-resources or applications via telephone, email, appointment, face to face, "Ask a Librarian questions," to a cardholder population of 358,878.

Key Accomplishments

- Developed and led computer technology programs at the main library titled "TechZone@Main" series, which

features 42 programs relating to Computer and tablet basics, Working with Apps, PC Hardware, Jobs & Careers, Interacting with AI, and Learning Virtual & Augmented Reality.

- Developed and deployed iPad kiosks used in the Information Services department as a Mobile Bibliocommons and a Community Reads pledge tablet.
- Developed an online form for staff to check out mobile devices and maintains an online inventory of all digital devices within the department.
- Provided technical support to library staff and patrons with electronic devices and online services.
- Researched and developed the policy, operations, and a working concept of the library's potential Tech Center or Library Help desk for the new Main Library opening in 2025 and presented to library leadership.

SharePoint Specialist Intern

August 2020 – May 2021

U.S. Department of Veterans Affairs, Veterans Benefits Administration

Oakland, CA

- Assisted in the configuration and customization of SharePoint sites, libraries, and lists, aligning them with organizational requirements.
- Supported content migration from legacy systems to SharePoint, ensuring data integrity and optimal organization.

Web Technician Intern

September 2019 – December 2019

North Carolina Central University, Information Technology Services

Durham, NC

- Assisted in developing and updating the NCCU.edu web pages by testing for quality assurance, accessibility, search engine optimization, and security.
- Assisted in fabricating and uploading graphics to the NCCU.edu and mobile apps while also curating the database information housed on the site and apps.

Library Services Associate

September 2017 – January 2019

Charlotte Mecklenburg Library system, University City Regional Library

Charlotte, NC

- Sorted and shelved materials delivered from other branches; reserved items, located documents on Hold
- List, and route to the appropriate location.
- Utilized integrated Library Systems software to create and access customer accounts and performed the task such as training customers on using the Express Check-out system; Addressing account issues, fines, and fees transactions; collaborating with Librarians to deliver programming and outreach services; assisting with maintaining perpetual book sale item including accepting donations of books and materials.
- Determined patron information needs and reading interests; assisted patrons in locating and answering primary readers advisory and research questions; be familiar with the subject matter, genres, and favorite materials to make recommendations.

Key Accomplishments

- Led two branch initiatives that increased participation from customers and helped the branch achieve its Blueprint, which paints a picture of the 2025 Charlotte Mecklenburg Library, and how we will be ESSENTIAL to the community we serve.
- Developed and coordinated two branch initiatives with other departments that focused on the *Blueprint 2025* plan by making the "Library a Welcoming Place for having a reputation for being "cool" and fun" and by having the "Library as Community Partner for providing resources, curriculum and learning for schools and students."

LEADERSHIP EXPERIENCE

Elected Member at Large (RUSA Board Rep)

April 2024 - Present

American Library Association (ALA), Reference and User Association (RUSA)

Chicago, IL

- Actively participate in board meetings, contributing to discussions and decision-making on matters related to RUSA's mission and initiatives.

- Exercise voting rights on motions presented at board meetings, ensuring responsible representation of the general membership.
- Currently Chair the ETS Recognition Award Committee, leading the committee in recognizing outstanding achievements in educational and information technology within library services.

Vice President**February 2024 - Present***Metrolina Library Association (MLA)**Charlotte, NC*

- Support the President in leading the association by presiding at meetings in their absence and assuming presidential duties if necessary.
- Oversee the Program Committee and program meetings, ensuring the development and delivery of engaging and informative events for MLA members.
- Currently deliver two well-received programs each semester:
 - Library Leadership in the Digital Age: This program explores best practices for leading libraries in a rapidly evolving technological landscape, focusing on topics like innovation, strategic planning, and fostering a culture of continuous learning. (**Tailor based on specific topics covered)
 - Social Work in the Library: Partnering for Community Impact: This program examines the growing role of social workers in libraries, exploring strategies for collaboration, resource development, and meeting the needs of vulnerable populations. (**Tailor based on specific topics covered)
- In addition, currently developing a third program on Enhancing Library Services with AI Tools, which will delve into the potential of artificial intelligence (AI) in libraries, exploring applications for information retrieval, user personalization, and streamlining library workflows.

Program Committee**April 2019 – July 2023***Association of Information Science & Technology (ASIS&T)**Silver Spring, MD*

- Planned and organized events, conferences, or workshops related to information science.
- Contributed to decision-making on proposals, budgets, or logistics for ASIS&T events.
- Developed strong organizational and communication skills through committee involvement.

Membership Committee**July 2020 – July 2023***Association of Information Science & Technology (ASIS&T)**Silver Spring, MD*

- Developed and implemented strategies to attract and retain members for the ASIS&T organization.
- Managed communication with members, potentially including email campaigns or social media outreach.
- Gained experience in building communities within a professional organization.

NCCU Graduate Chapter President**Aug 2022 – May 2023***American Library Association (ALA)**Durham, NC*

- Led the NCCU chapter of the American Library Association, overseeing chapter activities, committees, and representing student interests.
- Demonstrated strong leadership skills by managing a student organization, which includes budgeting and team coordination for in-person activities from mostly remote graduate program.
- Enhanced communication and collaboration abilities through chapter leadership by activity bring in guest speakers and planned an in-person event.

Mentor**Sept 2020 – Dec 2020***North Carolina School of Science and Mathematics**Durham, NC*

- Provided guidance and support to students at the North Carolina School of Science and Mathematics.
- Helped students navigate academic challenges or explore career options in their field.
- Developed mentorship skills were valuable for assisting and working with high school students interested in a career in STEM.

NCCU Graduate Chapter President**Aug 2019 – Aug 2021***Association of Information Science & Technology (ASIS&T)**Durham, NC*

- Led the NCCU chapter of the Association for Information Science & Technology for two terms, demonstrating

sustained commitment.

- Organized events, managed committees, and represented the chapter within the ASIS&T organization.
- Further strengthened leadership skills by actively participating with the national organization.

NCCU Graduate Chapter President

Dec 2019 – May 2020

Association for Computing Machinery (ACM)

Durham, NC

- Established the NCCU chapter of the Association for Computing Machinery (ACM), expanding school of library and information science students access to this computer science organization.
- Led chapter development which included recruiting members, organizing events, and building a foundation for the chapter's future activities.
- Demonstrated initiative and leadership in creating a new student organization at NCCU, potentially bridging the gap between information science and computer science.

PRESENTATION

Perry, D. (June 2024). Reimagining Libraries: AI as a Tool for Progress. Metrolina Library Association 2024 "Rising to the Challenge" Conference, Charlotte, NC

Billings, J., Reid, M., Scherczinger, C., Johnson, L., Robb, L., & Perry, D. (May 2024). Generative AI: Where Are We Now? Continuing the Panel from 2023 Summer Institute. Rowan-Cabarrus Community College 2024 Summer Institute, Concord, NC.

Perry, D. (May 2024). Empowering Education: Harnessing Artificial Intelligence in Community Colleges. Rowan-Cabarrus Community College 2024 Summer Institute, Concord, NC.

Perry, D. (April 2019). Accessibility to Emerging Technology in the Public Library Systems: Creating a VR Pilot Program (Poster session). Adult Services Retreat, Charlotte Mecklenburg Library, Charlotte, NC.

Perry, D., Graves, M., Brown, M., Nelson, M., McLean, A., Smith, K., & Shayed, G. (March 2019). Usability Design Study – Pain Management (Poster session). Graduate and Undergraduate Symposium, North Carolina Central University, Durham, NC.