

Valerie Duever

2362 County Road 185 Auxvasse, MO 65231-3321

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314.402.4841 voice/text



Education:

University of Missouri-Columbia

- Master of Science-Learning Technology and Design December 2020
- Bachelor of Science-Horticulture, Focus on Floriculture May 1982

Software

- Microsoft Office 365
- Adobe PowerPoint, Photoshop, Creative Cloud
- Camtasia Video Creation and Editing
- Canvas LMS Administrator
- Zoom and Teams
- Various online document storage programs
- Various accounting and bookkeeping programs



Professional Strengths

- Specialized in learning techniques and design for adults in multiple industries
- 30-plus years' experience in floral design and horticulture, with emphasis in business management and process design.
- 20-plus years' creating and conducting courses, both in-person and online.
- 6-plus years' experience working from home/remotely/hybrid.
- 4-plus years' experience working with Subject Matter Experts (SME)
- Able to learn and implement new proprietary systems/applications quickly and easily.
- Strong work ethic and understands the concept of taking ownership in a position or task without losing sight of the bigger picture.



Experience

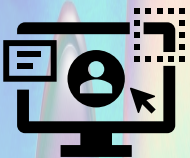
Learning Technology Specialist

Hummert International – Educational Resources Department

2021-Current

Hummert International is a family-owned, horticultural supply company that has been in business for over 80 years. Their 800-page catalog offered over 33,000 products and their reputation as the experts in horticulture is well-known and respected. Position is remote, part-time (15 to 25 hours per week) and tasked with being instrumental in creating an Educational Resources department for employee and customer training.

Responsibilities included researching and organizing previously created assets, such as PowerPoint presentations, flyers, articles, images, and newsletters that had been stored in employee-specific files into more centrally accessible, shared directory files (Microsoft Teams) for ease of access for all employees. Collaborated with Marketing, Procurement/Purchasing, and Sales team members to create bi-weekly product training sessions for Sales Teams. Created comparison guides, job aides, product lists, mini-catalogs, and videos for current and future sales staff use.

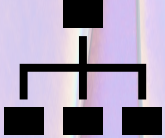


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Experience



Curriculum Project Assistant **University of Missouri-Extension, Learning and Teaching Services-** **2018-2020**

University of Missouri (MU) Extension is part of the University of Missouri system providing outreach and engagement opportunities, focusing on Missouri residents. Our online instructional audience encompasses four generations, many of which have never used a computer or smart phone. Position was part-time (28 hours per week) and was a graduate intern position performed from a remote location.

- Administrator for Canvas LMS for MU Extension
- Provided instructional design and technical support to University of Missouri Extension faculty and outside companies offering online instructional trainings using the Canvas LMS platform.
- Worked with various MU Extension teams to support faculty and troubleshoot issues pertaining to registration fees, enrollment issues, video issues, and software compatibility issues.

Apiary Education Specialist **Jim 'n' I Farms, Inc-Auxvasse, MO** **2003-2020**



Jim 'n' I Farms, Inc. is our small business that was established to provide educational opportunities for those interested in keeping and managing honeybees. Established in 2003, we began creating beekeeping classes in partnership with our local beekeeping association to raise funds and to increase honeybee awareness. Our courses were well received and the primary reason I pursued an advanced degree in Learning Technology and Design. Face-to-face programs and presentations individually developed and facilitated from 2005-2020

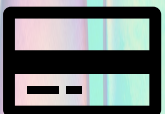
Payment Support Coordinator **MU School of Nursing-MOQI** **2016-2017**



Missouri Quality Initiative (MOQI) is a grant-funded program of the University of Missouri, Sinclair School of Nursing. My position involved creating a Support Desk to provide training webinars and materials as support for educators, nursing staff and billing staff involved in a new, long-term care, cost-reduction project. With team support, I participated in the creation and facilitation of two training programs for adults:

- MOQI Medicare Part B Billing
- MOQI Readiness Review Process

e-Commerce Support Specialist **UM System-Procurement** **2010-2016**



University of Missouri-System provides various administrative support services for the four campuses of University of Missouri. This newly created position was responsible for working with vendors to resolve electronic payment issues involved with pre-paid purchase orders. I created and documented processes for troubleshooting issues, creating reports, and monthly bank state reconciliations.