REFERENCES

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| **Samantha Kochan****Project Manager, KeyBank**716-249-5707samantha\_kochan@keybank.com | Project Manager during Oracle Banking Lending (OBL) software implementation. Worked with 15-member team, writing/learning OBL application. Wrote documentation to update processes from old systems to new, working with SMEs/Testers, Managers, and two other writers under the Consumer Services segment. |
| **Katherine Doherty****Contractor**216-346-9131doherty@mindspring.com | Team member during KeyBank implementation. Assisted Katherine with technical issues of the various software used during the implementation, not just OBL. |
| **Eric Evans****KPMG**315-725-1660ericrevans@kpgm.com | Team member during KeyBank implementation. Assisted Eric with technical issues of the various software used during the implementation, not just OBL. |
| **Andrea Huntebrinker****Quality Manager, JBT Corp**419-366-6125andrea.huntebrinker@jbtc.com | Project Manager during SyteLine 9 documentation/upgrade throughout JBT Corp, companywide. Traveled to two Manufacturing plants, participating in two Conference Resource Planning (CRP) sessions. |
| **Dr. Ronald Abate (Cleveland State University)**216-523-7116r.abate@csuohio.edu | Professor for ETE 573 Innovation: Projects Edu Tech, ETE 555 Instructional Design, ETE 690 Designing Online Instruction. |
| **Dr. Selma Koc (Cleveland State University)**(last name pronounced Koch)216-687-4581s.koch@csuohio.edu | Program Director during M.Ed. in Education Technology degree. Was professor for ETE 691 eLearning Tools & Techniques and ETE 692 Application – Online Instruction. |
| **Dr. Aries Cobb (Cleveland State University)**216-687-4577a.cobb@csuohio.edu | Professor for ETE 501 Technology Strand and Practicum Manager for EDB 300 Education Technology Redesign during ETE 692 Application – Online Instruction. Assisted in building 4 Technology Reference Tools for use online in Blackboard Learn. Developed written documentation and associated video simulations for Adobe Acrobat Reader DC, PowerPoint 16, Webspiration Pro, and Camtasia Studio 9. |

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| **Elisabet Anderson (Yanfeng)**616-283-1977elisabet.anderson@yfai.com | Program Manager for Teamcenter 9 training deployment project in Holland, Michigan 2016. |
| **Priya Gurumurthy (Yanfeng)**616-283-2874priya.gurumurthy@yfai.com | Program Manager for Teamcenter 10 in Active Workspace (LIMS) training project in Holland, Michigan 2016. |
| **Lesley Goodwin (Yanfeng)**609-468-6457goodwinlesley@gmail.com | Project Manager for Teamcenter 10 in Active Workspace (LIMS) training project in Holland, Michigan 2016. |
| **Dr. Catherine Monaghan (Cleveland State University)**717-421-4442c.monaghan@csuohio.edu | Former professor for graduate-level Adult Learning courses taken during both master’s programs. |
| **Karen Boyle (Cleveland State University)**216-401-2866krboyle@twc.com | Former professor for graduate-level Education Technology course. After taking her course, she asked me to create a PowerPoint presentation on how to use PowerPoint. She gave me her requirements. The presentation is being used as a reference document for other graduate students taking her courses. |
| **Dr. Mary McDonald (Cleveland State University)**Director, Writing CenterCleveland, Ohio216-687-6982 (office number)m.murray@csuohio.edu | Professor McDonald was my instructor for the ENG 301, Technical Writing class. I attended this class in Spring 2007. She was also my instructor for the ENG 308, Composition Theory for English Teachers in Fall 2007.Dr. McDonald was my Internship Manager for Spring 2014 during the ALD 688 Internship in Adult Learning and worked with her to develop Beta Blackboard Web-enabled classroom sites. |
| **Elizabeth Morais (Emerson Network Power, Brazil)**elizabethmorais@hotmail.com | Marketing director for Ridge Tool Brazil. Assisted Elizabeth with products that were sourced from China and sent to the Brazilian market. |
| **Chuck Martin (Emerson Network Power)**Elyria, Ohiocpm1735@windstream.net | Mr. Martin and I had teamed over numerous years to complete the conversions of all the global plants, moving from the AS/400 systems to JD Edwards setups. Our teaming came from the process to take engineering changes from BPCS completely to JD Edwards. Even though this part of the project is headquarters-centric, the position that I held was the gatekeeper to all products that Ridge Tool (under the RIDGID brand name) become available for purchase (in production). |
| **Christine Sell (Cleveland State University - Retired)**Lakewood, Ohio216-533-5375csusell@gmail.com | Ms. Sell was my Professional Internship manager during the Spring 2008 semester. During this time, I researched funding opportunities for graduate studies professors and managed monthly research news. Produced monthly newsletter three times during internship. |