

Christopher Scott Wyatt, Ph.D.

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Education and Technical Training Specialist

Developing employee and customer training programs requires project management, quantitative analysis, and educational expertise. With a doctorate in technical communication from the University of Minnesota, I specialize in education practice and research. For two decades, I have worked with corporate and non-profit clients to create specialized training programs to help employees communicate with end customers.

- Teaching experience in university, community college, and K-12 settings.
- Training experience in financial, technical, and publishing industries.
- Educational technology expert, specializing in online course design.
 - CMS platforms (Drupal, WordPress), LMS / VLE platforms (Blackboard, Moodle), computer-based training (CBT), learning module design via sharable content standards (SCORM ADL).
 - Usability and accessibility: Rehab Act Section 504/508 and ADA Title III compliance guidelines, WAI / WebAIM testing
- Software certifications earned in Web design, computer forensics, security, and Windows support.
 - HTML, XHTML, XML, JavaScript (ECMAScript), and CSS standards.
- Certified A+ hardware technician and Microsoft Certified Professional.

Education

University of Minnesota, Twin Cities

May 2010

Doctor of Philosophy: Rhetoric; Scientific and Technical Communication

- Specialty Area: Digital Media, Technology, and Pedagogy
- Coursework: *Digital Composition, Rhetoric and Ethics, Major Figures in Rhetorical Tradition, Research Methods, Quantitative Statistics, Visual Rhetoric, Information Design, Technology and Culture*

California State University, Fresno

June 2006

Master of Arts with Distinction: English Composition Theory and Rhetoric

- Coursework in Pedagogy: *Writing Workshop for Teachers, The Teaching of Writing, Current Writing Theory, Independent Studies in Writing Across the Curriculum and Assessment*
- Rhetoric: *Form and Theory of Fiction, Plays in Performance, Film Theory and Criticism, Visual Rhetoric*

University of Southern California, Los Angeles

December 1990

Bachelor of Arts: Print Journalism, Media Management Emphasis

Bachelor of Arts: English, Secondary Education Emphasis

- Coursework: *Symbols and Conceptual Systems, The Teaching of Reading and Writing, Learning and Evaluation, Teaching Methods, Use of Instructional Technology, Linguistics and Education*

Experience

Tameri Publications; Visalia, Calif.

January 1994 – 2003; 2009 – present

Freelance Consultant, Writer, and Editor

Install and maintain content management system (CMS) platforms for corporate clients and non-profit organizations. Create content for websites on education, science, design, and writing.

- Prepare newsletters, brochures, flyers, catalogs, and other publications for clients
- Design and write content for multimedia presentations, online help systems, and websites
- Advise in-house publishing departments using both Windows and Macintosh platforms

University of Minnesota, Twin Cities

August 2006 – May 2010

Graduate Instructor in Rhetoric and Writing Studies

Taught undergraduate technical and professional writing, with content delivered via iTunesU, Blackboard WebCT, and Moodle. Taught six upper-division communication courses and a public speaking course.

- Implemented Wikimedia, blogging, and content management systems within courses.
- Delivered supplemental materials via iTunesU podcasts and screencasts.
- Supervised student online media projects with more than two-dozen non-profit clients.

California State University, Fresno

August 2004 – May 2006

Teaching Assistant and Graduate Instructor

Taught composition courses with the themes “Rhetoric and Art” and “Art in the Digital Age.” Supervised writing lab sections for students requiring additional support. All courses included online content.

- Conducted Blackboard Learning System workshops for English instructors.
- Contributed to composition program training materials.

Magic Dragon Books & More; Visalia, Calif.

May 2000 – December 2002

General Manager, Retail Store

Managed retail bookstore and cafe, while expanding the business to catalog and online operations. Primary buyer of educational materials, children’s books, and young adult literature.

- Spoke at various colleges and universities on issues of children’s literacy.
- Designed all store advertising and promotional materials.
- Developed two distinct Websites: a school supply retailer and a general bookstore.

College of the Sequoias; Visalia, Calif.

August 1998 – June 2000

Business and Community Education Center, Contract Faculty

Taught short-term technology and business communication courses tailored to the needs of regional employers. Developed courses on Microsoft Office applications and Web technologies.

Interim Department Coordinator; June 1999 to August 1999

- Responsible for payroll, receivables, payables, and some personnel issues.
- Developed new database systems for billing and project management.
- Formalized procedures and instituted quality controls.

Old Republic Title Company; Visalia, Calif.

June 1997 – February 1998

Training Coordinator, Real Estate Learning Center

Supervised Realtor training curriculum development and implementation while also establishing the initial Old Republic website for Realtors.

- Wrote and edited training documentation, brochures, and other materials
- Conducted classroom instruction of Old Republic staff and client Realtors

EveryBit Computers & Software; Visalia, Calif.

January 1992 – December 1994

General Manager, Retail Store and Internet Service Provider

Managed retail computer and software store, including customer training. Assembled and repaired computer systems for business and educational customers.

- Taught in-store classes covering DOS, Windows 3.x, MS Word, MS Excel, and Lotus 1-2-3.
- Designed and administered the EveryBit BBS, an early Internet provider (everybit.com).

University Computing Services / USC; Los Angeles

August 1987 – April 1990

Junior Systems Programmer and Service Consultant

Assigned to the IBM VM/CMS System Group as an end-user consultant and junior systems programmer. Duties included supporting USC faculty and students using IBM mainframe computers.

- Conducted Internet training seminars for UCS clients, including university faculty.
- Wrote and edited manuals for UCS software including compilers and statistical applications.

Student Oriented Software; Visalia, Calif.

January 1986 – December 1992

Partner and Programmer

Served as Lead Programmer and Project Coordinator on all software development projects. Developed educational software for use on IBM PCs and early systems from Apple and Atari.