

Monique F. Pollock

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UX Portfolio | www.bellafontella.com/ux

2020- Current

Instructional Designer & Technologist

Lynker Technologies for NOAA

• Produce and edit videos for global distribution for educational content, high view count • Produce and host webinars ensuring technology and content are configured optimally and aid participants (over 1000 a quarter) • Create design aesthetics to align with branding and communications to ensure integrity • Lead team discussions on department improvements concerning trainings and online instruction, (weekly) • Manage Learning Management Systems for student participation, records and feedback (Moodle) • Consult with Subject Matter Experts on technology aspects of curriculum design (US Government partners) • Develop and design online learning experiences for coastal managers using Adobe Connect, Adobe Premiere, Articulate Storyline, Articulate Rise, Snagit, and other technology products for international audiences • Incorporate UX Design principles for amplification of existing products and innovation of new product proposals

2017- 2021

Inflight Training Instructor

JetBlue

• Instructor for Initial and Continuing Qualification Training for the Inflight/Flight Training Department (Over 3000 flight attendants trained a year) • Facilitated lessons in Safety, CPR, First Aid, Federal Aviation Regulations, Evacuation Procedures, Emergency Equipment • Subject matter expert for topics concerning flight attendant safety and FAA procedures for curriculum design team • Evaluated students daily on course competencies • Active inflight crewmember in the field for data collection and analysis for improvement of curriculums (increased scores and competencies)

2010- 2012

Director of Arts Education

UNC Charlotte

• Directed College of Arts and College of Education procedures for Art, Dance and Theatre Master of Arts/ Certificate in Teaching • Coordinated school partnerships and outreach programs for six school districts (200 school placements quarterly) • Supervised and graded Student Teacher Internships • Designed user centered processes for student matriculation and graduation • Led community teams with local arts leaders to implement programs and initiatives for recent graduates • Created materials to streamline matriculation activities between departments for double majors

2012- 2013

Site Facilitator/Trainer, One Laptop per Child

Charlotte Mecklenburg Schools

• Designed and conducted school site trainings for teachers related to XO laptop utilization and classroom implementation • Developed unit plans, lesson plans (500+) for district wide use in technology education • Designed and disseminated programs including student and parent trainings, using Project Based Learning and adult learning tools • Interviewed teachers, administrators, children, and parents to investigate the needs of community concerning technology integration • Met with county stakeholders to determine future uses of technology • Met with facilitator team to brainstorm ideas for unified school launches (seven schools, 5000 students) in order to increase graduation rate

2011- 2013

Apple Store, Specialist

Charlotte, NC

• Facilitated store trainings on Apple devices during personal setup sessions and group workshops • Mastery in video & music editing utilizing Final Cut Pro, Garage Band, and other Apple Professional Programs • Sold Apple Devices through knowledge of products in high grossing/ high traffic store • Gave feedback to co-workers on customer service skills • Provided mediation for dissatisfied customers • Implemented training flow for new device owners

2003- 2010

Band Teacher/ Director K-12

Norfolk, VA/Charlotte, NC

• Taught and demonstrated correct playing techniques • Designed curriculums for K-12 music education using state standards within my classrooms • Utilized differentiated teaching styles for special needs, general education and gifted students • Coordinated concerts, fundraisers, cultural trips for students

Additional Professional Roles

Spirit Airlines Trainer/Instructor, 2015-2017 | Norwegian Air Cabin Crew 2013-2015

Education

2021 In Progress, University of Memphis Doctoral candidate- Instructional Design and Technology

2020 University of Maryland Global Micro Masters in Instructional Design and Technology

2006- 2008 University of North Carolina - Charlotte Masters of Arts in Liberal Studies/Nonprofit Management

1999-2003 Norfolk State University Bachelors of Music Education, Flute, Cum Laude

Advanced Certificates Harvard X: Leaders of Learning • Rochester Institute of Technology: Project Management