

Robert Desmond

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Education -

- ✓ University of Southern California - Rossier School of Education
Los Angeles, California
Master of Arts in Teaching- Concentration in English Langauge Arts March 2011
- ✓ University of Chicago - The Divinity School
Chicago, Illinois
Master of Arts in Divinity- Specialization in Religion and the Human Sciences June 2007
- ✓ University of California Santa Barbara
Santa Barbara, California
Bachelor of Arts in Creative Studies- Concentration in Literature
Coursework in Computer Science and Physics August 2002

Certification -

✓ Illinois Secondary English Language Arts
ISBE/NCLB Highly Qualified Areas:
English (9-12), Journalism (9-12), Language Arts (6-8), Reading, Speech (9-12)

Teaching Experience -

✓ **Online Reading Instructor -** January 2013 - Present
Learn It Systems - Online with California students
All students are Title I remedial learners at Elementary, Middle, and High School levels
• Implement differentiated instruction in Language Arts or Mathematics based on Learn It curriculum

✓ **Student Teacher (6th Grade) -** December 2010 - March 2011
Chicago International Charter Schools - Wrightwood Academy - Chicago, Illinois
Writing and Language Arts • 25 students • 3 with IEPs
• Planned, Implemented, and Differentiated Instruction for students in Language Arts (grammar skills) and Writing
• Assessed students formally (quizzes and written assignments) and informally (homework, reviews, and question-and-answer sessions) to check for understanding of material
• Assisted master teacher in other subject areas, including mathematics, science, social science, and reading (a new program had just been implemented, requiring additional student assessment)
• Participated in school professional development activities
• Participated in team meetings for 6th grade team

✓ **Student Teacher (12th Grade) -** March 2010 - May 2010
Chicago International Charter Schools - Longwood Academy - Chicago, Illinois
English Language Arts (3 periods) and Media/Journalism (2 periods) • 100 students • 5 with IEPs
• Planned, Implemented, and Differentiated Instruction for students in college-prep English Language Arts and Media/Journalism
• Assessed students formally (quizzes and written assignments) and informally (homework, reviews, and question-and-answer sessions) to check for understanding of material
• Assisted master teacher with Advanced Placement English Literature class (1 period)
• Created Media/Journalism curriculum without school newspaper due to computer laboratory time conflict, including online writing styles, social media, media criticism, and video planning and production
• Participated in school professional development activities
• Participated in team meetings for 12th grade team

Other Relevant Experience -

Other Professional Experience -

✓ **BiblioVault Operations Assistant -**

August 2007 - Present

University of Chicago Press , Chicago, Illinois

- Train all new staff, usually one-on-one, in a hands-on style, utilizing written full documentation, checklists, and coaching
- Manage part-time staff (2 graduate students, 2 regular part-time employees), including scheduling and assigning duties day-to-day given multiple projects with changing priorities
- Create and maintain documentation for employees and for member academic and non-profit presses
- Support member presses and maintain communication with vendors to ensure proper flow of files and metadata to enhance book sale opportunities in print and electronic markets
- Maintain database operations in terms of book metadata to facilitate optimal flow for both member presses and their preferred vendors
- Work with in-house print-center staff to ensure optimal quality control
- Handle custom work for member presses including last-minute design fixes and optimizations
- Provide technical support for BiblioVault servers and desktop computers
- Test and update instructions for general public customers who purchase ebooks

✓ **Senior Research Assistant-**

February 2005 - August 2007

University of Chicago Survey Lab, Chicago, Illinois

- Manage calling queues and priority for multiple projects
- Manage staff scheduling across projects
- Manage reporting on project progress, including collecting call statistics and attempt data, delivered to Survey Lab Directors and clients, including academics and the National Opinion Research Center
- Manage data delivery to Survey Lab Directors, including data cleaning, maintenance, and integrity
- Trained new staff on procedures, generating documentation for projects and creating basic training procedures to be used across projects
- Developed written documentation for survey software (Sawtooth Systems), survey scripting software (Sensus), and custom software (in PERL) designed to adapt survey system reporting (plain text) to analysis software (SPSS)
- Technical support for survey software, desktop-server communications, interviewer stations, and recording equipment for focus groups
- Interviewed members of the public for studies
- Worked with difficult respondents to ensure data collection and good public rapport

Skills and Training -

- Basic First Aid and Emergency Preparedness - Boy Scouts of America - 1990 to 2000
- Oracle Database Administrator (9i) - University of California Santa Barbara Extension - June 2002
- Desktop Computer Support - job training and experience - 1994 to present
 - Microsoft Office
 - Adobe Acrobat
 - Adobe Creative Suite
 - Microsoft Windows
 - Macintosh OS X
- Server Support - job training and experience - 1994 to present
 - Microsoft Windows
 - Linux/UNIX/BSD
 - Perl/Embperl scripting and programming
 - Apache web server
 - MySQL database server
- Online teaching software - student and teacher experience - 2009 to present
 - Adobe Connect Pro, Blackboard, Elluminate Live!, learning management systems

References -

✓ William Lee - 6th Grade Teacher and Team Lead
CICS Wrightwood Academy

773-434-4575

wlee@cicswrightwood.org

✓ John Pascarella - Assistant Professor of Clinical Education
University of Southern California Rossier School of Education

213-740-0159

john.pascarella@usc.edu

✓ Kate Davey - BiblioVault Director
University of Chicago Press

773-834-4417

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