

Carlton Lawrence

Proven track record of meeting and exceeding Customer satisfaction and performance. Expert communication skills with diverse audiences, experience in creating successful outcomes with difficult and complex communication situations.

SKILLS

CompTIA A+ and Network+, Technical Support, Active Directory, Windows Server, Troubleshooting, Computer Hardware, Windows 7, Networking, Network Administration, Windows Software Installation, Microsoft Office Suite (including Project, Access, and Visio), Linux

CERTIFICATIONS

CompTIA A+ and Network+ | Master Certificate in Project Management | Agile Project Management Designing Self Service Business Intelligence and Big Data Solutions | ITIL Foundations – Process Management | Business Analysis - Creating Effective User Stories | Commitment-Based Project Management (CBPM) | Writing Effective User Stories | ITIL Foundation Certificate in IT Service Management | Designing Self-Service Business Intelligence and Data Solutions

PROFESSIONAL EXPERIENCE

Family Caregiver

2017-2019

- Provided complete nurturing system to restore health for a family member through planning, organizing, and treatment control
- Daily planning of all physical, mental, and emotional appointments and sessions
- Analyst and coordinator of corrective and restorative treatment processes
- External vendor communicator and negotiator
- Day to day food, education, physical, mental, and emotional coach

Program Evaluator, Accrediting Council for Independent Colleges, Washington, D.C.

Apr 11 – Jul 17

- Audited two- and four-year college curriculum for ACICS accredited colleges and schools
- Conducted on-site analysis and evaluations, of member institutions and institutions applying for ACICS accreditation
- Drove “best practices” and improved standards of every institution evaluated
- Senior management level presentation of guidance and timelines for resolution of issues and re-evaluation timelines
- Management of non-compliance processes

Program Director, Everest Online University, Colorado Springs, CO

Sep 13 – Mar 15

- Directed 7 program lead instructors, 5 full-time non-lead instructors, and 26 adjunct instructors
- Managed onboarding and training each term
- Directed the hiring, training, managing and performance reviews of all Computer Science faculty (38 educators)
- Provided strategic thinking, management and leadership for the Software, Network and Web departments
- Managed 4 person “in pod” Admissions sales support and Success Teams outreach efforts to maintain and grow retention with one-on-one student mentoring, career guidance, life balance counseling
- Managed and supported 1,400 students, 38 instructors
- Recognized for creating the best university student retention/performance process and improved the program’s retention metric for Computer Information department from 73% to 80%

Assistant Academic Dean, Westwood College, Denver, CO

Jan 11 – May 12

- Provided on-ground technical education experience, training and job preparation for all departments and students to co-chair and acquire ACCSC and ACICS accreditation
- Managed and supported 7 chairs, 3 lead instructors, 18 faculty instructors, 33 adjunct instructors and 1,700 students from all academic disciplines
- Managed IT department employees, and student interns
- Planned, organized, and controlled all classroom instructor, room availability and room asset assignments, including class meeting times and dates each term
- Co-managed the successful project to restore institution’s accreditations
- Created campus wide Emergency Instructor Class Substitution System

Chair of Undergraduate Management, Colorado Technical University, Denver, CO

Nov 04 – 2011

- Managed and supported 7 instructors and 250 students in two campus locations
- Supported the Admissions sales support efforts and Success Teams outreach efforts to maintain and grow retention with one-on-one student mentoring, career guidance, life balance counseling
- Delivered classroom instruction for undergraduate and Master level business and IT classes
- Managed and negotiate with external education vendors
- Increased Business MBA program enrollment by 12%
- Achieved +10% year over year program growth

Faculty Instructor, Adjunct Instructor, Retention Advisory

- Develop and instruct numerous IT and Business undergraduate classes
- Managed and support the outreach, enrollment, and re-enrollment of the University's student population
- Received campus retention (University Eagle award) for retaining the most undergraduate students
- Invited into and completed University Leadership program

EDUCATION

Doctor of Computer Science in Enterprise Information Systems – Colorado Technical University

Master of Computer Information Systems – University of Denver

Master of Science / Information Systems Security – Colorado Technical University

Bachelor of Science – Business Administration – Columbia College