

# CELESTE MCCORMICK

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In this resume, I correlate my education and employment experience with the requirements in the position description to match Lewis-Clark State College's expectations for a successful candidate.

## REQUIRED QUALIFICATIONS

*Bachelor's degree in related field from a regionally accredited college or university (e.g., Management Information Systems, Computer Science, etc.)*

DEC 2015

**ASSOCIATE OF APPLIED SCIENCE, WEB DEVELOPMENT**, LEWIS-CLARK STATE COLLEGE

Graduated with honors.

MAY 1999

**BACHELOR OF ARTS, ENGLISH LITERATURE**, UNIVERSITY OF MONTANA  
**BACHELOR OF ARTS, HISTORY**, UNIVERSITY OF MONTANA

Graduated with honors.

*Master's degree from a regionally accredited college or university (MS, MA, MBA)*

MAY 2009

**MASTER OF PUBLIC ADMINISTRATION**, UNIVERSITY OF IDAHO

Wrote and defended a master's thesis.

*Five (5) years of progressive responsibility for, and management of, IT functionality in a medium-to-large organization.*

JULY 2020-PRESENT

**INTERIM DIRECTOR OF INFORMATION TECHNOLOGY/CTO**, LEWIS-CLARK STATE COLLEGE

Responsible for leading the Information Technology department comprising 17 employees and spanning seven areas of technology. Improved communication and collaboration within the department. Initiated a new framework for vetting and planning new IT systems. Led the department through an unprecedented Fall 2020 semester, setting a new standard for service as students and instructors depended on technology like never before. Led and/or had a key role in several major campus projects and initiatives, including: the upgrade of the www.lcsc.edu website; the vetting, purchase and implementation of technology campus-wide to support and

prepare for remote work and remote learning; planning and adapting the College's response to the pandemic.

#### **JULY 2008-JUNE 2020**

#### **MANAGER OF ADMINISTRATIVE COMPUTING, LEWIS-CLARK STATE COLLEGE**

Responsible for implementation, support and strategic utilization of enterprise systems in an agile development environment. Supported and maintained the college's Enterprise Resource Planning (ERP) system, Constituent Relationship Management (CRM) system, and Learning Management System (LMS). Oversaw four employees and managed their workloads. Collaborated with customers to design and implement software programming solutions for business problems. Implemented and maintained development methodology and documentation standards. Chaired the advisory committee that provides policy and guidance to maximize the use of enterprise systems.

Special assignments and achievements:

- Developed and delivered curriculum to train 60 web editors in good web design and the use of the campus website development tools, 2020.
- Represented LC State on Ellucian's Colleague Technical Client Advisory Board, 2016-2018; served as Co-Leader in 2017.
- Served as Chair of the Search Committee for Dean of Professional Studies, Spring 2018

## **PREFERRED QUALIFICATIONS**

#### **Doctorate in relevant field (e.g. EdD, PhD)**

After my master's degree, I earned a Web Development degree to position myself to support the ongoing evolution of enterprise systems to web-based applications. I have not chosen a course of study for advanced research.

#### **Experience in managing a department in higher education**

- Interim Director, Information Technology, LC State, July 2020-Present. Report to President and lead college's centralized department. Responsible for all enterprise-wide systems, including a recent emphasis on the Federal distribution of higher education funding from the Coronavirus Aid, Relief, and Economic Security Act (CARES).
- Information Technology Manager, LC State, 2008-2020.

#### **Three (3) years executive level experience**

- Served as President of the Board of Directors for Spina Bifida Advocates of Washington State.
- The six months as Interim CTO at LC State have introduced me to the executive circle. My growth curve accelerated during the college's response to the pandemic, and the administration of the CARES funding for instructional support.

#### **Experience developing or managing enterprise systems (e.g. ERP, CRM, LMS)**

- ERP Manager, LC State, 2008-present (Ellucian Colleague)
- CRM Manager, LC State, 2015-present (Ellucian Recruit CRM)
- LMS Manager, LC State, 2019-present (Blackboard transition to Canvas)

#### **Certified project management expertise with a portfolio of successful projects**

History of campus-wide enterprise projects, including:

- Major ERP and CRM upgrades.

- Multi-year migration of the ERP to a new database and operating system.
- Implementation of two reporting solutions (a reporting database and the development of over 40 SQL reporting views).
- Design and implementation of the replacement for a mission-critical legacy web application.

## **ADDITIONAL EXPERIENCE**

### **ADJUNCT INSTRUCTOR, LEWIS-CLARK STATE COLLEGE, 2015, 2019**

- Two semesters of COMM-204 Public Speaking
- One semester of BUS-355 Information Systems for Managers

### **SYSTEMS ANALYST SUPERVIOR, LEWIS-CLARK STATE COLLEGE, 2006-2008**

Trained and supervised two fulltime Programmer Trainees. Completed a four-part Applied Leadership professional development course from Boise State University. Served as project manager for the upgrade of the student web portal.

### **PROGRAMMER/ANALYST, LEWIS-CLARK STATE COLLEGE, 2005-2006**

- Supported and improved administrative and student systems.
- Served as project manager and lead developer for a major ERP upgrade.
- Developed and administered a six-month programming and system administration training program for new programmer/analysts.

### **PROGRAMMER AND USER LIAISON,**

#### **SUNGARD COLLEGIS AT SEATTLE UNIVERSITY, 2003-2005**

Supported Enrollment Services with the implementation, customization and reporting required to support effective use of the student information system.

- Achieved fluency in the ERP's new proprietary programming language.
- Designed, wrote and tested enhancements to the software.
- Facilitated end user testing and training.
- Analyzed Registrar procedures for customizing the ERP to maximize efficiency.

### **PROGRAMMER, SEATTLE UNIVERSITY, 2001-2003**

Maintained and enhanced administrative and student systems.

- Retrofitted the University's data reporting tools.
- Wrote the documentation set for the University's data reporting tools.
- Designed and programmed reporting tools to audit student data.

### **SR. TECHNICAL BUYER, SEATTLE UNIVERSITY, 2000-2001**

- Generated and tracked technology purchase orders for all campus departments.
- Procured all campus technical assets, including hardware and software, for the central department as well as colleges.
- Established and managed a central receiving system to coordinate installation with the hardware/software support team.
- Maintained the university's call accounting system and generated monthly phone bills for all departments on campus.

### **SR. ADMINISTRATIVE ASSISTANT, SEATTLE UNIVERSITY, 1999-2000**

Performed receptionist and office management duties for the department of Information Technology and provided direct assistance to the Associate Vice President/CIO. Supervised student employees. Maintained the university's call accounting system.

### **PRODUCTION MANAGER, THE HUCKLEBERRY PEOPLE, 1995-1999**

Supported myself during college by working nearly full-time managing the candy kitchen at a family-owned gift and candy company. Scheduled and facilitated the production of over 30 products. Trained new line workers. Produced a kitchen manager manual.

## **SKILLS**

- Collaborative leadership
- Improving communication in the department and across educational silos
- Identifying and capitalizing on employees' strengths
- Agile mindset
- Imagining, procuring and deploying technology to promote institutional goals
- Teaching and continual learning

## **AWARDS AND ACHIEVEMENTS**

**Toastmasters Advanced Communicator Silver** (and various additional), 2012-2018

**LC State Warrior Service Award for Outstanding Service and Dedication** (3 awards), 2016 & 2012

**LC State Professional Staff Employee of the Year**, 2008-2009

**Boise State University Applied Leadership professional development curriculum** (4-part series, 2008)

## **LEADERSHIP EXPERIENCE**

**President, Board of Directors**, Spina Bifida Advocates of Washington State, 2018-2019

Member of the Board of Directors; 2016 – present. Developed a comprehensive fundraising plan.

**Conference Director**, Northwest Ellucian Users Group, 2019-2020

Lead the planning committee for a regional users group conference, comprising 45 colleges and universities in four states and two Canadian provinces. (Conference was scheduled for June 2020 but was cancelled due to the pandemic.)

**Planning Committee**, Women's Leadership Conference, Lewis-Clark State College, 2018-present

Serve on steering committee to plan and execute LC State's annual conference hosted by the Center for Arts and History. Recruit speakers and sponsors. Coordinate the mentoring experience for students attending on scholarship.

**President, VP (various), Twin Rivers Toastmasters Club**, Toastmasters International

Vice President of Education July 2014 – June 2015 and July 2016 – Dec 2016. Vice President of

Membership July 2015 – Dec 2015. President February 2013 through June 2014. Member 2011-2019.

**Chair, LC State Professional Staff Organization, 2010-2011.**  
Vice Chair 2009-2010.

## **PUBLISHED AND PRESENTED**

Women's Leadership Conference, Lewis-Clark State College

- Student-Mentor Roundtable (co-presented with Dr. Heather Van Mullem, March 2019 and March 2020)

Ellucian Live worldwide users group conference (700 institutions, 14,000 attendance)

- How Are YOU Planning to Replace WebAdvisor? (co-presented April 2019)
- Student Planning Implementation Success (co-presented April 2014)

Northwest Ellucian Users Group (NWEUG) conference

- How Are YOU Planning to Replace WebAdvisor? (July 2019, July 2018)
- Colleague Technology Roundtable (July 2019)
- Recruit CRM Roundtable (July 2019)
- Colleague Technical Client Advisory Board Forum (July 2018, July 2017)
- UI 5.x Deployment and Transition (co-presented, July 2017)
- Source Control (July 2016)
- Implementing Colleague Self-Service Student Planning (co-presented July 2015)
- Customizing Colleague Self-Service (co-presented July 2015)
- Composing an Ideal Enterprise Applications Team (panel speaker, July 2015)
- Smart Pages in WebAdvisor (July 2008)
- Software Updates (co-presented July 2008)
- Using ELF to import COMPASS scores (August 2006)

Dream It, Do IT conference, Lewis-Clark State College

- Technology Jobs (co-presented with Dr. Nina Peterson, March 2019)

IMAGINE Your STEM Future Conference for Girls, hosted by Lewis-Clark State College Center for New Directions and Girl Scouts of America

- Computer Programming (March 2016)

Twin Rivers Toastmasters Club

- Service-Based Leadership, module from Toastmasters International's Leadership Excellence Series (June 2014)
- Giving Effective Feedback, module from Toastmasters International's Leadership Excellence Series (May 2014)

Professional Development (PDT) program, Lewis-Clark State College

- Ellucian Resources Workshop (co-taught June 2014, September 2015)
- Toastmasters Public Speaking (co-taught November 2012, November 2013, March 2014)
- Microsoft OneNote: Get Organized! (co-taught February 2013, February 2014)

Master's Thesis

- Revenue for the Cause: A Fundraising Plan for the Spina Bifida Association of Washington State (published May 2009)