

# MARY "CATHERINE" CHAUVIN, MBA

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## PROFESSIONAL SUMMARY

### TECHNOLOGY SPECIALIST, PROJECT MANAGER, EDUCATOR

Accomplished business professional and leader with more than two decades of combined business, technical and education experience, impacting performance through project management, operations management and technical product improvements. Developed training materials and documented process & procedures, which resulted in improved data integrity, increased revenue and enhanced productivity. Transferred manual entry documents to electronic databases and spreadsheet. Award winning team leader, focused on quality products and delivery of services aligned with the institution's mission and purpose. Areas of expertise include:

- Curriculum/Instructional Designer
- Higher-Education Faculty
- Database Development/Design/Training
- Learning Management System Administrator, Designer, Trainer
- Technology Implementation
- Technology Instruction
- Process/Procedure Documentation-Writer
- Project Management
- System and Business Analyst
- Corporate Training
- Business Operations
- Financial Management
- Event Planning (large-scale)
- Staff Supervision & Management
- Consultant-Food & Beverage Industry

## HIGHER EDUCATION EXPERIENCE

### UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

Greensboro, NC - Member of the University of NC College System (UNC) with over 30,000 students

**Visiting Lecturer, Bryan School of Business and Economics** 2016-current

- ♦ Instructor for course ISM-110-Business Computing I
- ♦ Applications and topics include: Microsoft Word, Excel, PowerPoint, Internet, Windows, Security
- ♦ Flipped Classroom Model with student assigned study groups and peer teaching

### GUILFORD TECHNICAL COMMUNITY COLLEGE

Jamestown, NC - Member of the NC Community College System (NCCCS) with over 25,000 students

**Curriculum Designer, NAC DOL TAACCCT Grant (National Aviation Consortium)** 2011-2016

**Department of Labor Trade Ad**

- ♦ Designed online and hybrid courses for NAC students using Learning Management System (LMS)
- ♦ Provided eLearning training to incoming NAC students
- ♦ Provided reporting to GTCC Continuing Education regarding student completion
- ♦ Attended national peer-to-peer events to collaborate with NAC grant members
- ♦ NAC Conference: Best Practices Presentation

#### **Curriculum Designer, Aviation Department (AER, AET, AVI)**

- ♦ Assist faculty in creating and updating Aviation resources
  - Airport Management and Pilot training
  - Avionics
  - Airframe and Powerplant Maintenance (A&P License)
- ♦ Create online tests used for FAA assessment and reported student progress
- ♦ Worked with GTCC web-master and redesigned the department webpage: aviation.gtcc.edu
- ♦ Implemented Moodle attendance with penalty system
- ♦ Revised Moodle gradebooks, quizzes, e-syllabus, schedules, lectures, presentations
- ♦ Revised LMS content for ADA Compliancy using Responsive Design (aka Universal Design)

#### **Computer Information Systems (CIS) Adjunct Faculty**

- ♦ Teach online, hybrid and traditional technology courses
- ♦ Designed web-based technology courses using Moodle (LMS)
- ♦ Conducted interactive webinar-workshops with online students using Adobe Connect
- ♦ CIS Faculty: (online, hybrid and traditional) CIS-110 Introduction to Computers, CTS-287 Emerging Technology, DBA-110 Database, CTI-110 Web Programming Basics
- ♦ Designed LMS template course for CIS-110: Introduction to Computers
- ♦ Designed LMS courses for CTS-287 Emerging Technology, DBA-110 Database, CTI-110 Web Programming Basics

#### **ELearning Trainer**

- ♦ Responsible for training requirements to 700+ faculty and staff
- ♦ Conducted weekly live-webinars and classroom workshops to provide ongoing faculty/staff training
- ♦ Developed complete Moodle (LMS) course-rooms for a variety of departments and disciplines, learning styles, and format (online, hybrid, classroom)
- ♦ Project Upgrade: LMS Moodle, assist eLearning department with upgrade-testing and provided faculty/staff training

#### **Professional Presentations**

- ♦ NC3ADL 2013 - North Carolina Community College Association of Distance Learning
  - Presentation: Flipping, Grouping, Teaching, Learning – Create a Safe Place for Student Learning
- ♦ NC3ADL 2014 - North Carolina Community College Association of Distance Learning
  - Presentation: Student Learning-Build a LMS-Course

## **BUSINESS & INDUSTRY EXPERIENCE**

### **ELM STREET CENTER, LLC (THE EMPIRE BALLROOMS)**

Greensboro, NC - 70K square foot historic building restored as a venue for exclusive events 2009-2011

**General Manager:** Managed a staff of employees and multi-tasked all aspects of operations: budget, finances, marketing, and sales; coordinated fundraisers, business conferences and live performances

- ♦ Maintained 100% accounts receivable records, improved financial reporting

- ♦ Increased revenue through marketing and collaborating with local businesses
- ♦ Passed 2010 Fire Inspection with 100% rating

## TIME WARNER CABLE

Greensboro, NC - International communications company providing services for cable, data and phone 2002-2009

### **Information Systems Project Coordinator, Billing File Specialist (SME) 2006-2009**

- ♦ Multi-tasked responsibilities related to IS Project Coordinator, System and Business Analyst, Subject Matter Expert (SME) and Data Steward
- ♦ Data Integrity: Developed and supported all levels of TWC Customer-Billing database (1MM records), developed and implemented data-integrity procedures, developed complex discount pricing matrix-table, developed quality control through testing and training with the assistance of Customer Service Reps (end users); Improved reporting and documentation, initiated multiple database-projects to resolve pricing anomalies and reporting errors, which increased monthly revenue and ensured accurate reporting
- ♦ Documentation: Developed all documentation used by sales-staff in Business Class Sales; Initiated best-practices for database procedures; Recognized nationally as the "go-to person" for procedures related to Customer-Billing database, PayPerView and discount pricing matrix-table
- ♦ Team Builder: Used RAD procedures to coordinate functional teams of executives, customer service reps and engineers to determine project scope and impact specific to each department.
- ♦ Award Winning: Business Class Top-Sales; Total Quality Service

**Database Coordinator-House File Maintenance** 2004-2006

**Road Runner Business Class Sales** 2003-2004

## PROBE INTERNATIONAL

Hudson, OH - Information Technologies company with less than 50 employees 1999-2000

### **Information Systems Consultant:**

- ♦ Developed and designed databases and reports utilizing Access, Excel and Crystal Reports
- ♦ Provided end-user technical training after software upgrades
- ♦ Liaison between end-users and network-technicians
- ♦ Provided multiple levels of technical support for software applications and network procedures
- ♦ Providing network consulting to a variety of local companies:
  - Little Tikes (manufacturer of children's toys)
  - MacTac (makers of adhesive used with the following products: Technical, Graphic, Sheet, and Medical)
  - Goodwill Industries (non-profit organization that provides community-based programs)

## CONTINENTAL AIRLINES

Houston, TX - Domestic and international airline company, with over 50,000 employees 1993-1999

Stationed in: Cleveland OH (CLE), Greensboro NC (GSO), and Beaumont TX (BPT)

### **Airport Ticket Office (ATO) Administrator:**

- ♦ Maintained scheduling and payroll (400 agents), automated agent-to-gate schedule,
- ♦ Initiated conversion of manual record-keeping to electronic spreadsheets and databases resulting in reduction of entry errors
- ♦ Developed database inventory system, documented administrative procedures and recommended best-practices.
- ♦ Served on "Employee Handbook Revision" committee

### **Customer Service:**

- ♦ Received international recognition for attention to detail with increased baggage-handling procedures
- ♦ Reduced lost-baggage by 40% at BPT and GSO
- ♦ Cross-trained in multiple departments: Administration, Airport Agent, and Ground Services
- ♦ Cross-trained and certified in multiple positions: Counter Ticket Sales, Aircraft Marshall, De-icing, Baggage Handler, Aircraft Pushback, Security

## **EDUCATION**

### **MASTER OF BUSINESS ADMINISTRATION 1999**

Kent State University, Kent OH

Sub-major: Information Systems

**MBA Student Subcommittee** (1999)

**MBA Internship:** Small Business Administration Cleveland OH (1998)

**MBA International Summer Study Abroad:** Switzerland, France, Germany (1999)

### **BACHELOR OF SCIENCE 1992**

University of North Carolina, Greensboro NC

Middle Grades Education: Math and Science

**Magna-cum-laude**

**University Marshall**

## **COMPUTER SKILLS**

- MSOffice Suite (advanced level user)  
Access, Excel, Word, PowerPoint, Outlook
- Database Theory & Methodology
- LMS- Administrator & Designer
- LMS-Moodle, Canvas, Blackboard
- Datatel/Ellucian
- WebAdvisor
- Adobe Professional
- Adobe Captivate
- Adobe Connect
- AdAstra
- Kaltura
- Respondus
- TurnItIn
- MyITLab (PearsonEdu)
- SQL-Report writing apps
- Crystal Reports
- TM1 (Applix)
- SharePoint
- MSProject
- HTML • SQL • CSS
- Constant Contact
- Caterease
- Restaurant POS-PointOfSale
- PC Support: hardware/software
- Time Warner Cable industry specific software skills & SME (Subject Matter Expert):*
  - ICOMS Discount Matrix Table developer, designer & SME
  - System Parameters & Rate Master SME
  - PPV Events administrator & SME
  - TM1 (Applix) administrator, SME & designer
  - AS400-SQL