MICHAEL ANDERSON

Senior Quality Assurance Specialist

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SUMMARY

Dedicated Online Education Quality Specialist with over 8 years of experience in the e-learning sector. My expertise lies in enhancing the quality of educational content and ensuring compliance with academic standards. I have a passion for leveraging technology to create engaging learning experiences. I have successfully collaborated with academic institutions and content creators to develop curricula that not only meet but exceed industry standards.

WORK EXPERIENCE

Senior Quality Assurance Specialist Global Online Academy   *Jan 2023 - Present*

- Conducted comprehensive quality audits of online courses to ensure adherence to academic standards.
- Collaborated with instructional designers to enhance course materials based on learner feedback.
- Utilized LMS analytics tools to identify trends and areas for improvement in student engagement.
- Developed and implemented quality assurance protocols that reduced course revision times by 30%.
- Trained faculty and staff on best practices in online course design and assessment.
- Facilitated workshops on innovative teaching methodologies for online educators.

Quality Assurance Coordinator Tech Learning Solutions   *Jan 2020 - Dec 2022*

- Led a team of quality assurance testers in evaluating online learning products for educational institutions.
- Established benchmarks for course quality, which increased overall course ratings by 25%.
- Reviewed and provided feedback on course content to ensure alignment with educational best practices.
- Implemented user testing sessions that improved user experience metrics by 40%.
- Managed project timelines effectively to ensure timely delivery of quality reports.
- Created training materials for educators on how to utilize feedback for course improvement.

EDUCATION

Master of Education in Educational Technology, University of California, 2014   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Data analysis, Course design, Quality assurance, Project management, LMS proficiency, Stakeholder collaboration
- **Awards/Activities:** Achieved a 95% satisfaction rate from students in quality assurance audits.
- **Awards/Activities:** Recognized with the 'Excellence in Education' award for innovative course improvement initiatives.
- **Awards/Activities:** Published research on best practices in online education in a peer-reviewed journal.
- **Languages:** English, Spanish, French