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SKILLS

- Quality Assurance
- Program Development
- Adult Education
- Data Analytics
- Stakeholder Engagement
- Online Learning

EDUCATION

**MASTER OF ARTS IN ADULT EDUCATION,
UNIVERSITY OF WASHINGTON, 2015**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased program effectiveness by 25% through quality assurance initiatives.
- Recognized for excellence in program design in 2020.
- Published reports on best practices in adult online education.

Michael Anderson

QUALITY ASSURANCE DIRECTOR

Passionate Online Learning Quality Specialist with a robust background in the non-profit sector focusing on adult education and workforce development. With over 7 years of experience, I have dedicated my career to ensuring that online learning programs meet the highest quality standards and effectively serve diverse populations. My role involves actively engaging with learners and stakeholders to gather feedback and continuously improve course offerings.

EXPERIENCE

QUALITY ASSURANCE DIRECTOR

Skills for Success

2016 - Present

- Established quality assurance processes that improved program effectiveness by 25%.
- Developed assessment frameworks to measure learner outcomes and program impact.
- Collaborated with community partners to tailor online courses to meet learner needs.
- Facilitated focus groups to gather feedback and enhance course design.
- Monitored program data to inform continuous improvement efforts.
- Created training materials for staff on best practices in online education delivery.

INSTRUCTIONAL COORDINATOR

Community Development Agency

2014 - 2016

- Designed and implemented online training programs that increased participant satisfaction by 40%.
- Analyzed participant feedback to refine course content and delivery methods.
- Participated in grant writing efforts to secure funding for online learning initiatives.
- Engaged with stakeholders to promote online education opportunities.
- Conducted training sessions for staff on online facilitation techniques.
- Managed project timelines effectively to ensure successful program launches.