

OLIVIA SMITH

LMS Administrator

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PROFESSIONAL SUMMARY

Detail-oriented LMS Administrator with 7 years of experience in managing and optimizing learning management systems. Proven track record in enhancing user experience and implementing effective training solutions.

WORK EXPERIENCE

LMS Administrator Dec / 2019-Ongoing
Quantum Solutions LLC Phoenix, AZ

- 1. Managed daily operations and configuration of Brightspace D2L, ensuring optimal performance.
- 2. Oversaw community areas within the LMS, enhancing functionality and user experience.
- 3. Identified process improvement opportunities, providing actionable feedback on system usage.
- 4. Maintained up-to-date knowledge of LMS technologies and best practices.
- 5. Ensured security and integrity of LMS systems through established policies and procedures.
- 6. Developed comprehensive technical documentation for LMS processes and user guides.
- 7. Created training resources to support learners in utilizing LMS for professional development.

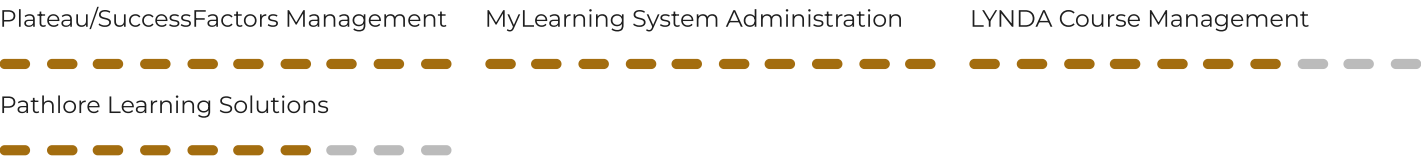
LMS Administrator Dec / 2017-Dec / 2019
Crescent Moon Design Portland, OR

- 1. Utilized Excel to generate detailed reports for management and stakeholders.
- 2. Executed data queries and designed reports to meet ad hoc requests efficiently.
- 3. Conducted diagnostics to troubleshoot LMS-related issues effectively.
- 4. Analyzed workflows to identify inefficiencies and recommend improvements.
- 5. Collaborated with vendors to resolve system issues and implement temporary solutions.
- 6. Engaged with management and staff to ensure alignment on LMS initiatives.
- 7. Administered the Lincoln Harris Learning Center, enhancing user training and support.

EDUCATION

Bachelor of Science in Information Technology Dec / 2015-Dec / 2017
University of California Seattle, WA
Focused on systems management and user training methodologies.

SKILLS



ACHIEVEMENTS

- ★ Increased user engagement by 30% through effective LMS training programs.
- ★ Streamlined LMS processes, reducing administrative time by 25%.
- ★ Successfully implemented a new LMS feature that improved course completion rates by 40%.