

Steven M. Mercier

Mobile: 336.500.7965

E-mail: steve@stevemercier.com

IT management and education/training professional with work and study experience on 3 continents. Cross-cultural expert, linguist, and international communications specialist.

TECHNICAL AND BUSINESS SKILLS

Microsoft Office (Word, Excel, Powerpoint, Outlook); Canvas; Moodle; Adobe Photoshop and similar programs; basic HTML, basic knowledge of DNS, FTP and TCP/IP concepts, search engine optimization concepts; basic familiarity with supporting ColdFusion- and SQL Server-based websites; basic familiarity with relational database management; numerous audio-recording, file conversion, file transfer and website editing programs, including DreamWeaver and WordPress; self-study in Python; knowledge of the intelligence cycle, intelligence analysis, conversation analysis, applied linguistics.

Student Programs Manager, University of South Florida

Tampa, FL (August 2022 – Present)

- Operationalize data-driven, outcomes-focused, leadership and civic engagement-connected approach to assessment that includes regular and ongoing formative, process, and summative data collection and analysis
- Serve as primary USF Tampa liaison for student organization-related issues and processes for 800+ student organizations
- Manage USF Tampa workflows and processes that enhance the student organization experience including new student organization registration, election-aligned student organization re-registration, officer training, and policy compliance training
- Review, recommend, develop, and communicate policies and procedures for student engagement with registered student organizations
- Serve as a consultant to the CLCE coordinators in the development and implementation of initiatives that address student organization training, education, and development needs
- Supervise, train, and develop student assistants on processes and approaches to work for multiple project contexts, including front desk management, workflow shepherding and support, and collaborative space management for student organizations
- Manage projects for engagement platform bug fixes and long-range planning using Jira and other Atlassian tools, assigning tasks to team members
- Conduct data mining and analysis to identify process bottlenecks, misclassifications, and recurring errors
- Coordinated logistics for special university events (Celebration of Leadership Awards, Homecoming Parade)
- Serve on Event Support Team during protests and demonstrations to ensure safety for students, faculty, and staff as well as compliance with university policy
- Site supervisor for off-site volunteer events (Trinity Café, etc.)
- Serve as main liaison for inter-and intra-organizational conflict resolution on election issues, fraud claims, and other disputes
- Served on interview and hiring committees for departments within USF student affairs
- Serve as essential staff for university during emergency situations

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Career and Technical Education Instructor, Fairfax County Public Schools

Fairfax County, VA (August 2021-July 2022)

- Deliver instruction in accounting, web design, and economics to high school students grades 9 to 12
- Develop curriculum and assessments for courses
- Provide technical assistance and support to students as needed
- Consult with case managers on education plans for at-risk and special needs students
- Proctor standardized testing

French Instructor, Hillsborough County Public Schools

Tampa Bay Area, Florida (August 2019-July 2021)

- Deliver instruction in French language and culture to high school students grades 9 to 12
- Develop lesson plans, curriculum, and assessments across skills of reading, writing, speaking, listening, and grammar
- Supervise in-school suspension and liaise with assistant principals on disciplinary matters
- Supervise world language classes in the absence of colleagues
- Supervise virtual class lab sessions for Spanish language classes and provide on-site technical support as needed
- Consult with case managers on education plans for at-risk and special needs students
- Proctor standardized testing

Senior Instructor (August 2017-December 2018)

Adjunct Instructor, (August 2016 – May 2017, January 2019-May 2019)

INTO USF, University of South Florida

Tampa, Florida

- Delivered content-based instruction in English for Academic Purposes for credit and non-credit courses to international graduate students and undergraduate students
- Advised and coached students through regular individual meetings
- Reviewed curriculum with colleagues to make revisions as necessary
- Presented on strategies for efficient use of curriculum technology
- Presented workshops and lectures on teaching-related topics to faculty and staff
- Coordinated faculty forum to promote dialogue between faculty and administration

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Instructor, Intensive English Program, NC State University Raleigh, North Carolina

(August 2015-December 2015)

- Designed lesson plans and delivered instruction in academic English for reading, writing, and listening to intermediate- and advanced-level students in pre-university intensive English program
- Managed student grading for classwork, homework, assessments, attendance, participation and other grade items via Moodle software
- Designed, administered and graded assessments via corresponding online components for writing and listening classes
- Researched supplementary listening materials for application to note-taking assignments and diagnostic assessments
- Devised journal assignments and other assessments for independent reading projects
- Collaborated with colleagues to ensure uniform instruction across sections
- Worked with academic coaching staff to ensure student adherence to academic integrity standards

Instructor, INTERLINK Language Centers, University of North Carolina at Greensboro, Greensboro, North Carolina

(March 2015-July 2015)

- Delivered instruction in reading, writing, speaking and listening to intermediate- and advanced-level students in pre-university intensive English program
- Reviewed students' written and spoken work to determine advancement
- Advised students on English immersion opportunities, study habits, time management and adjustment to life in the US
- Administered level testing in speaking and writing

Visiting Professor, Center for International Affairs, Jeju National University, Jeju-si, Jeju-do, Republic of Korea

(August 2009-December 2014)

- Taught credit and non-credit courses in English reading, writing, speaking and listening to over 500 undergraduate and graduate students, university employees, and Korean government employees
- Developed curriculum and assessment plans for all courses given, including elective courses on business English, new media writing, public speaking, survival English, and cross-cultural communication
- Coached and prepared student teachers for overseas teaching internships in English-speaking countries by delivering courses on teaching methodologies
- Delivered specialized English refresher courses for students who had recently returned from study abroad and overseas internships
- Developed and administered placement examinations and post-tests for program
- Compiled post-course survey data from program students

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- Interviewed and assessed language ability of overseas study candidates for external programs (study abroad, international internships, etc.)

ESL Instructor, Bluedata International Institute, New York, NY

(February 2008 – June 2009)

- Delivered instruction in reading, writing, speaking and listening to international students in private school setting
- Designed, administered and graded assessments
- Led students on field trips to historic sites in New York

Account Executive/Executive Assistant, MLX

New York, NY (November 1999- June 2008)

- Trained over 1,500 real estate agents, administrators and IT specialists on proprietary real estate software programs
- Qualified prospective clients and maintained contacts for subsequent sales efforts
- Provided technical support for products and services via e-mail, telephone, and offsite visits to clients
- Represented corporation at trade conventions, product launches and special events
 - Facilitated relationships with media partners
 - Optimized search engine rankings for company's consumer websites
 - Authored technical support text for websites
 - Compiled and organized real estate market data for proposals to federal, state and local government agencies
 - Acted as on-site accounting liaison for company banking, credit card processing, disbursements, payroll, health insurance, accounts payable and receivable
 - Trained new hires in database management and proprietary software programs

EDUCATION AND CERTIFICATIONS

- **University of South Florida, Tampa, FL**
Graduate Certificate in Cybersecurity
Studies included the intelligence cycle, information strategy and decision making, professional communication for analysts, and analytic methods
- **Teachers College, Columbia University, New York, NY**
Master of Arts, TESOL
- **Dickinson College, Carlisle, PA**
BA, French and Music

LANGUAGES

Fluent French; basic conversational and written Korean; basic comprehension of Spanish

SPECIAL SKILLS

NAUI-certified Master SCUBA Diver and Rescue SCUBA Diver