

EDUCATION

Ph.D. ENGLISH: APPLIED LINGUISTICS

July 2004. Ball State University. Muncie, Indiana

Dissertation: *Writing Under the Gun: A multimodal analysis of technical trouble tickets as an IText genre*. Chair: Herbert F. W. Stahlke, English: Applied Linguistics

M.S. INFORMATION AND COMMUNICATION SCIENCES

December 1998. Ball State University. Muncie, Indiana

M.A. TESOL AND APPLIED LINGUISTICS

July 1996. Ball State University, Muncie, Indiana

Master's Project: *Towards a Textbook for International Business Correspondence*.

Chair: Christopher M. Ely, English: TESOL and Second Language Acquisition

B.A. ENGLISH

May 1986. Huntington College. Huntington, Indiana

ACADEMIC EXPERIENCE

University of South Carolina – Upstate. Spartanburg, South Carolina. 2004 – Present

Instructor – Linguistics, Grammar and Composition

- Understanding Modern English Grammar (Fall 2004 and Spring 2005)
- Introduction to Linguistics - Undergraduate (Fall 2004)
- Freshman Composition (Fall 2004 and Spring 2005)
- Introduction to Sociolinguistics (Spring 2005)
- History and Development of the English Language (scheduled Summer 2005)
- Graduate level: Linguistics for Educators (scheduled Summer 2005)

Northeastern University. Boston, Massachusetts. 2004

Instructor – State of the Art Program

- Internetworking Cisco Networking Devices

Ball State University. Muncie, Indiana. 1994-1998

Intensive English Institute Instructor; Computer Lab Coordinator

- Introduction to International Business (developed curriculum)
- International Business Communication (*developed text and curriculum*)
- Composition (Beginning, Intermediate, Advanced)
- Speaking (Beginning, Intermediate, Advanced)
- Reading (Intermediate, Advanced)
- Mainstream Course Preparation

Showa Women's University – Junior/Senior High. Tokyo Japan. 1990 – 1994

English Instructor (6 – 12); English Computer Lab Coordinator

- Beginning & Intermediate English Writing and Conversation
- Advanced English Listening and Conversation (*developed curriculum*)

PROFESSIONAL
EXPERIENCE

VanguardMS (Divested from Motorola). Mansfield, MA. 2001-2003

Program Manager: Strategic Alliances

- Coordinated and managed Cisco training for all marketing and technical staff
- Researched, launched, and supported VPN and network security offering based on Cisco product. Presented offering at local and national meetings and seminars
- Researched, tested and procured a new SNMP network reporting platform.
- Developed and delivered technical training on its use

Motorola (Divested as VanguardMS). Mansfield, MA. 1999 - 2001

Technical Customer Support Manager

- Responsible for all operations, personnel, and customer service issues
- Created cohesive and motivated team, reducing turnover by over 20%
- Identified training needs, initiated and tracked training plans, developed technical and administrative handbook for new and experienced employees

US Department of the Census. Kenai, AK. 1989 - 1990

Supervisor

- Selected, trained, and supported a team of seven census workers interviewing population in 50 square mile area
- Personally interviewed over 500 “uncooperative” respondents

Royal Pacific Fisheries. Kenai, AK. 1986 – 1989

Packaging and Shipping Manager

- Directed 78 person team: 7x24 operation. Responsible for all hiring, firing, promotions, work assignments, and shipping records
- Redesigned production line increasing efficiency and speed 25%

ACADEMIC
PUBLICATIONS

“Speak now forever record your piece: Information use in technical trouble tickets.” 2004. with James M. Nyce. in the *Proceedings of the Annual Meeting of the American Association for Information Science and Technology*

“Investigating technical trouble tickets: An analysis of a homely CMC genre.” 2004. in the *Proceedings of the Hawai'i International Conference on System Sciences*

Keeping company: An introduction to international business correspondence. 1996. with Emerson D. Case. Ball State University. Intensive English Institute

“Put it in writing: Material development as a means of improving teaching skills.” 1996. in *Selected Proceedings of the Annual Indiana TESOL Conference*

ACADEMIC PRESENTATIONS

- “Towards a multidimensional model of variation in spoken and written communication.” Accepted for the SouthEastern Conference on Linguistics LXXII. Raleigh, NC. April 2005
- “The Las Vegas Quiz: Stimulating student preparation to facilitate discussion.” Accepted for the Third Annual Interdisciplinary Conference for Teachers of Undergraduates. Barnesville, GA. March 2005
- “Speak now forever record your piece: Information use in technical trouble tickets.” with James M. Nyce. Annual Meeting of the American Association for Information Science and Technology. Providence, RI. November 2004
- “Investigating technical trouble tickets: An analysis of a homely CMC genre.” Hawai'i International Conference on System Sciences. Big Island, Hawaii. January 2004
- “HomeRoom: taming the Internet.” INTESOL Conference. Indianapolis, Indiana November 1997
- “Strategy training in international business education.” International TESOL Convention Orlando, Florida. Recorded Session. With Emerson Case. March 1997
- “Wildflowers of thought: A contrastive study of proverbs in Chinese, English and Japanese” Indiana College English Association Conference. Vincennes, Indiana. October 1996
- “Put it in writing: Material development as a means of improving teaching skills” INTESOL Conference. Indianapolis, Indiana. November 1996
- “Keeping it together: An integrated approach to teaching international business” MIDTESOL Conference. Kansas City, Kansas. With Emerson Case. October 1996
- “Keeping company: An holistic approach to teaching business communication strategies” Fifteenth Annual EMU Conference on Languages and Communication for World Business and the Professions. Ypsilanti, Michigan. With Emerson Case. April 1996
- “Don't mention it: a contrastive study of responses to thanks in English and Japanese” Practical Criticism Midwest IV. Muncie, Indiana. January 1996
- “Keeping company: teaching ESL business correspondence in a simulated business environment.” INTESOL Conference. Indianapolis, Indiana. With Emerson Case. November 1995
- “Colorful classrooms: Integrating international students into mainstream courses.” Indiana College English Association Conference. Anderson, Indiana. October 1995

PROFESSIONAL PUBLICATIONS

VPN Marketing Website

Primary author. VanguardMS. September 2002. Viewable at:
http://www.vanguardms.com/solutions/managed_vpn/

VPN Marketing Brochure

Primary author. VanguardMS. September 2002. Viewable at:
http://www.vanguardms.com/solutions/managed_vpn/Managed_VPN.pdf

Frame Relay vs. VPN Cost Calculator

Primary author and designer. VanguardMS. September 2002. Viewable at:
http://www.vanguardms.com/cgi-bin/framevpn_calculator.cgi

Marketing Requirement Specifications

Security Management. Primary author. VanguardMS. February 2003
Virtual Private Network (VPN) Management. Primary author. VanguardMS. May 2002
Network Reporting Tool. Primary author. VanguardMS. December 2001
Retail Offering. Contributor. VanguardMS. June 2001

Business Plans

Security Management. Major contributor. VanguardMS. September 2002
VPN Management. Primary creator and author. VanguardMS. January 2002
Network Reporting Tool. Primary investigator and author. VanguardMS. March 2001
Remote NOC Partnerships. Primary creator and author. VanguardMS. September 2000

Requests for Information

VPN/Security Management Tool. Primary Author. VanguardMS. August 2001
SNMP Network Management Reporting. Primary Author. VanguardMS. October 2000

Request for Proposal Responses (Representative)

ETC, Incorporated. Contributor. VanguardMS. March 2003
CTC Communications. Primary author. VanguardMS. December 2002
Marathon Oil Company. Major contributor. VanguardMS. July 2002

Statements of Work (Representative)

Remote Network Operation Center: Joint venture in Brazil. Contributor. April 2003
Solarcom managed services partnership. Major contributor. February 2003
VPN customer SOW template. Primary author. October 2002

Organizational Analysis of Reorganized IT Division

Primary investigator and author. VanguardMS. December 2001

NOC Customer Satisfaction Survey

Primary author. VanguardMS. December 2000

Network Performance Reports Redesign

Primary creator. VanguardMS. November 2000

PROFESSIONAL PRESENTATIONS

“Show me the money: Why and how to sell managed services for Cisco products” VanguardMS International Sales Meeting. San Antonio, Texas. January 2003

“VPN and security: Coming soon to a customer near you.” VanguardMS International Sales Meeting. Boston, Massachusetts. January, 2002

“Know thy network: Reporting tools for network management.” VanguardMS International Sales Meeting. Boston, Massachusetts. January, 2002

“Virtual Private Networking: better security at a lower cost.” Internal and External Strategy Sessions. Massachusetts, New York, Georgia. Spring 2001

“Managed Service Providers: Why and how to provide NOC services to your customers” Motorola Partner Sales Conferences. Hong Kong, Taiwan, Singapore, Malaysia. October 2000

SERVICE

Journal of Information People and Technology. Blind Reviewer. 2004

Vanguard Managed Solutions: Community Service Steering Committee. Founding Member. 2002-2003

Indiana Teacher's of English as a Second Language (INTESOL). Webmaster. 1996-1998

Ball State University Intensive English Institute. Webmaster. Starting points for students and teachers. 1997-1998

Ball State University Learning Center. Presentation at Spring Semester In-Service 1997

Ball State University Graduate Student Advisory Board. Member. 1996-1997

Department of English. Presentation at workshop on conference presentations. 1997

Department of English. Presentation at workshop on working internationally. 1996

DISSERTATION SUMMARY

Writing under the gun: A multimodal analysis of technical trouble tickets as an IText genre

Committee:

Herbert Stahlke (Applied Linguistics), Mary Theresa Seig (Discourse Analysis), Kristie Fleckenstein (Rhetoric), Jenzen Zhao (Business Communication), and James Nyce (Library and Information Science)

Abstract:

The technical trouble ticket, a previously unexplored variety of technical communication, is illuminated using a new approach to Genre Analysis. While trouble tickets are important as organizational memory, they are fragmentary and often hard to process. By integrating ethnographic description, rhetorical moves and corpus analyses, a rich description of the creation and use of this digital genre provided. The need for a new approach to linguistic variation across genres is uncovered and a new model is proposed.