





DANIEL WOODDELL

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PROFESSIONAL SUMMARY

Versatile and strategic technology leader with 20+ years of cross-industry experience spanning higher education, healthcare IT, and enterprise systems. Proven track record in instructional technology, IT management, customer service & experience, and business operations. Certified Project Manager (PMP) and Microsoft-certified in Generative AI, with deep experience integrating emerging technologies into enterprise systems. Adept at leading cross-functional teams, streamlining operations, and building scalable, user-focused solutions. Recognized for reliability, technical agility, and an empathetic, people-centered approach to problem solving.

AREAS OF EXPERTISE

Instructional & Information Technology | IT Operations Management | Project Management | AI Integration
Generative AI in Education & Business | SaaS Implementations | Learning Management Systems (LMS)
End-User Support & Training | Website Management | Accessibility Compliance (ADA/Ally)
AI & Automation Tools (ChatGPT, Copilot, Gemini) | Cybersecurity Awareness (HIPAA, FERPA)
Customer Retention Strategy | Technical Documentation | CRM Optimization | Team Leadership

PROFESSIONAL EXPERIENCE

Senior Instructional Technologist | Xavier University

July 2013 – Present | Cincinnati, OH

- Lead campus-wide implementation, support, and training for instructional technologies, including the LMS, video platforms, accessibility tools, and AI integrations.
- Spearheaded the design and maintenance of Xavier's Teaching with Technology and Instructional Design & Technology websites, ensuring up-to-date, user-friendly content.
- Provide individualized and group training through virtual and in-person workshops, consultations, and LMS support sessions.
- Collaborate with instructional designers, librarians, and media specialists to develop accessible, high-impact online and hybrid courses.
- Continuously research, test, and implement emerging technology tools & LMS integrations (including generative AI tools) to enhance digital pedagogy and improve teaching, learning, and accessibility.
- Create all instructional training materials, support guides, training courses, website resources, videos, and other resources for over 500 faculty and staff as the university's sole instructional technologist.
- Support faculty and administrators with the university's evaluation system and other academic technologies.

Senior Application Analyst | Greater Cincinnati Waterworks

2012 – 2013 | Cincinnati, OH

- Maintained enterprise billing and customer payment systems for three regional utilities.
- Authored documentation and procedural workflows for ITIL-compliant operations and support.
- Delivered 1200+ ticket resolutions and redesigned internal support portal to streamline service.
- Provided on-call support for nightly data processing and billing system uptime.

Information Technology Manager | Medicfusion EMR

2007 – 2013 | West Chester, OH

- Managed technical support operations for a SaaS-based EMR system with 2000+ end users.
- Grew IT support from solo operation to a high-functioning 8-person department.
- Transitioned support infrastructure from email-only to full multichannel (chat, phone, ticketing).
- Created documentation, trained users, and delivered sales demos to healthcare clients nationwide.
- Ensured compliance with HIPAA standards while maintaining 95%+ customer retention.
- Oversaw CRM integration and reported on KPIs to inform product and support strategies.

EDUCATION

- **Master of Science (MS) | Instructional Design & Development**
Xavier University | In-Progress | Expected Graduation 2027
- **Bachelor of Science (BS) | Management Information Systems**
Wright State University | Graduated 2007 | 3.8 GPA

CERTIFICATIONS

- **Career Essentials in Generative AI | Microsoft | 2025**
- **IT and Cybersecurity Risk Management | LinkedIn Learning | 2025**
- **Certified Project Manager (PMP) | Project Management Institute | 2019**
- **Train-the-Trainer: How Adults Learn | Xavier Leadership Center | 2017**
- **CompTIA RFID+ | CompTIA | 2007**

HONORS & AWARDS

- **Proclamation of Admiration, Praise, and Gratitude | Xavier University | 2020**
Issued by Xavier University's Board of Trustees for my efforts during the pandemic.

TECHNICAL SKILLS

- **Platforms (proficient):** Windows | MacOS | iOS | Android | Zoom | Microsoft Teams | Microsoft 365
Google Workspace | VMWare
- **Instructional Tools (proficient):** Canvas LMS | Blackboard & Blackboard Ultra LMS
Watermark Course Evaluations | Qualtrics Surveys | Turnitin
- **AI Tools (proficient):** ChatGPT | Copilot | Gemini | Claude | Perplexity
- **Digital Media (proficient):** Articulate Storyline & Rise | Echo360 | VidGrid | Camtasia | Panopto
- **Graphic Design (proficient):** Canva | Adobe Creative Suite | Generative AI Tools
- **Web Development (proficient):** HTML | CSS | Adobe Dreamweaver | Cascade CMS
- **Project Management (proficient):** Microsoft Lists & Project | Monday.com | Zoho | Trello | Slack
- **Server Management (proficient):** Active Directory | Microsoft SharePoint
- **Browsers (proficient):** Chrome | Firefox | Edge | Respondus Lockdown Browser
- **CRM Tools (proficient):** ZohoCRM | SugarCRM
- **Accessibility (proficient):** Anthology Ally | YuJa
- **Cloud Systems (intermediate):** Microsoft Azure | Amazon Web Services (AWS)
- **Analytics (intermediate):** Microsoft Power BI | Google Analytics | Tableau
- **Compliance (intermediate):** HIPAA | FERPA | NRC | INPO

PUBLIC SAMPLES

- **Daniel Wooddell's Personal Website | danielwooddell.com**
- **Teaching with Technology GenAI Hub Website | xavier.edu/teachingwithtech/genai**
- **Canvas Basics for Faculty Training Course | canvas.xavier.edu/courses/23190**

PUBLIC RECOMMENDATIONS

- Endorsed by colleagues across industries – **30+** professional recommendations available on LinkedIn: [linkedin.com/in/daniel-wooddell/details/recommendations](https://www.linkedin.com/in/daniel-wooddell/details/recommendations)
 - **200+** skill endorsements also available: [linkedin.com/in/daniel-wooddell/details/skills](https://www.linkedin.com/in/daniel-wooddell/details/skills)
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