

Ryan McDonald-Willey

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Education

Mass Communication B.S.

May 17, 2008

West Texas A&M University - Canyon, TX

Studies focused on communication, management, web/design, and programming skills.

Technical Skills

- Microsoft Office: Word, Excel, PowerPoint, & Outlook
- Higher Education Specific: Colleague, AC Connect, & Softdocs
- Creative Cloud Apps, Davinci Resolve, Procreate, Affinity Designer,
- Media: Streamlabs OBS, Discord, Zoom, & Skype

Experience

Testing Specialist

Amarillo College - Amarillo, TX

August 2018 - Current

- Proctor exams from various testing companies, universities, and organizations
- Maintain confidentiality of tester and exam information
- Download/import TSI scores from other testing centers
- Produce/Edit Training Videos for Colleague procedures
- Maintain competency needed to recertify yearly to be a test administrator for TSI, Pearson VUE, and Scantron.

Advising Assistant

Amarillo College - Amarillo, TX

June 2016 – August 2018

- Served as student intake and triage specialist
- Assisted advisors with interpretation of test results and with managing student staff
- Trained/assisted student workers in providing correct information to the student body

TSI & Degree Audit Assistant

Amarillo College - Amarillo, TX

May 2014 – June 2016

- Evaluated high school and college transcripts and determined TSI readiness
- Ran degree audits to determine academic standing and graduation requirements
- Processed exceptions to student curriculum requirements, major changes, course add/drops, transcript requests, course overrides, and dual credit registrations
- Followed guidelines established by FERPA to protect student privacy

AskAC Customer Support Specialist

Amarillo College - Amarillo, TX

May 2012 – May 2014

- Downloaded and processed student applications and address changes
- Used in-person, phone, and chat methods to assist academic and continuing education students with application and registration questions/concerns
- Processed tuition and continuing education payments

Radio Program Director for KATP-FM

Townsquare Media - Amarillo, TX

July 2008 – Dec. 2011

- Managed the staff, music playlist, online VIP program and promotions of KATP-FM
- Hosted live on-air shifts and produced commercial spots/station promos
- Attended station events and interacted with listeners
- Interviewed local, state, and national artist in person and via phone