

Stacey Palmer

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Portfolio www.StaceyPalmer.com

Education EdS Learning Technologies and Design **University of Missouri**

Graduate Certificate Serious Games and Simulation Design **University of Missouri**

 MFA Film Production **Boston University**

 BFA Theatre/English **University of Wyoming**

Work Experience **Teacher (2018-present)** **ABC Unified School District**

- Teach a variety of subjects, including: General Education, TV Production, Film Production, Photography, Game Design, Digital Skills, and English in a variety of settings, including in a traditional classroom, online, and in a production studio
- Collaborate with other educators to design, develop, and implement curriculum based on state standards
- Create and teach college level World Film course through dual enrollment program in association with Cerritos College
- Manage budget for the Career and Technical Education department and courses
- Regularly attend professional development trainings and courses
- Participate in Technology Integration Planning program

Young Adult Librarian (2015-2018) **Sweetwater County Library**

- Performed public service duties, including circulation services, patron assistance with library equipment, readers advisory, inventory processing, and shelving
- Developed and implemented activities, clubs, and reading programs
- Collaborated with local schools to teach students about library resources, research methods, and use of equipment and software
- Created promotional materials and publicized library events and services through a variety of methods, including video, social media, augmented reality, and school presentations
- Established and facilitated a Creator Studio program to teach filmmaking, video game creation, and animation to patrons and students

Player Support Specialist (2013-2015) **Riot Games**

- Supported players with multiple international payment methods, store, event, and fraud issues
- Developed guidelines and policies for customer support and internal training
- Served as project coordinator for company-wide training programs
- Created and scheduled individualized courses for teams based on their unique needs and goals
- Worked with curriculum developers, instructors, and stockholders to implement new educational programs for staff
- Produced interactive learning activities
- Collaborated with social media manager to create instructional “how to” videos for players

Virtual Program Advisor (2012-2013)**Granada Hills Charter High School**

- Orientated students to online learning system
- Created and implemented online curriculum
- Taught and graded seminars, labs, and workshops
- Tutored students in a variety of subject areas and helped develop study skills
- Facilitated collaboration and communication between students, online teachers, program administrators, and parents
- Troubleshoot technical issues and reported bugs to website administrators
- Advised students, created academic schedules, and worked with students to create and achieve goals

Player Support Representative (2009-2011)**Disney Interactive Media Group**

- Provided support for Massively Multiplayer Online Role-playing Games: *Pixie Hollow*, *Pixar's World of Cars*, *ToonTown*, and *Pirates of the Caribbean Online*
- Engaged players during interactive events as a Game Master
- Provided comprehensive technical and gameplay customer support
- Managed player accounts and moderated in-game chat
- Tracked community trends and provided player feedback to production teams
- Remained knowledgeable in current popular culture and guest interests to make informative presentations
- Ensured the safety of all guests by identifying, reporting, and documenting security issues
- Collaborated with video game production teams to create new features and in-game activities
- Wrote scripts for online ads and promotional videos to promote games, new features, and events
- Edited, moderated, and contributed to product websites, forums, and blogs
- Organized and led team-building community volunteer activities

Internships**Adroit Studios**

- Game Design and Narrative Writing Intern

Paramount Pictures

- Physical Production Film Office Intern

Fox Movie Channel

- Television Production Intern

Skills

Adobe Creative Suite

Adobe Captivate

Learning Management Systems (Moodle)

Video Editing (Avid Media Composer/Adobe Premiere Pro)

Camtasia/Screencastify

Microsoft Office (Word, Excel, Access, PowerPoint, Publisher, Outlook)

Google Workspace (Docs, Sheets, Slides, Sites, Forms, Calendar)

Zapworks Designer (augmented reality design)

Gizmos (online simulations and virtual labs)