

EDUCATION

Bachelor of Science in Education University of Idaho Relevant Coursework: Instructional Design, Educational Psychology, Assessment & Evaluation, Learning Technologies	Moscow, ID 2020
Associate of Arts North Idaho College	Coeur d'Alene, ID 2018

EXPERIENCE

Academic Program Coordinator Idaho Center for Higher Learning	Boise, ID August 2021 – Present
- Spearheaded curriculum alignment for 5 programs, identifying 12 instructional gaps to ensure 100% compliance with state standards. - Optimized academic scheduling for 2,500+ students, reducing course conflicts by 25% through a new centralized digital tracker. - Implemented standardized assessments across 40+ courses, increasing measurable learning outcomes by 15% in one year.	
Instructional Support Specialist University of Idaho	Moscow, ID June 2020 – July 2021
- Supported 45+ faculty in transitioning 12 programs to online formats while maintaining a 95% faculty satisfaction rating. - Led LMS migration and updates, resulting in a 30% reduction in technical support tickets through proactive resource design. - Audited 80+ course modules for institutional standards, achieving 100% ADA accessibility compliance across all digital assets.	

PROJECTS

Curriculum Redesign Initiative	2022
- Description: Comprehensive review and redesign of undergraduate program - Role: Led curriculum mapping, coordinated faculty workshops - Technologies used: Canvas LMS, Microsoft Excel, Google Workspace - Outcome: Successful accreditation review with no required revisions	

CERTIFICATIONS

Certified Academic Advisor (CAA)	2021
- Description: Professional certification focused on academic advising - Skills Developed: Student guidance, degree planning, academic policy	

SKILLS

LMS (Canvas, Blackboard), Microsoft Office Suite, Google Workspace, Academic Reporting Tools

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Warm regards,

Volen Vulkov

Co-Founder

