

# DANIEL L. J. TOWNSEND

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## EDUCATION

April 2018

Davenport University

Grand Rapids, MI

**Bachelor of Business Administration**

**Related Coursework:** Concentration in Management, Strategic Management, Marketing with a focus on Digital Marketing, Human Resource Management, Project Management and Operations Management

## EXPERIENCE

October 2018 – Present

Imagine Learning

Provo, UT

**Customer Success Manager**

- Manage over 150 school districts across the State of Michigan
- Provide ongoing consulting and advisement services for clients
- Analyze and present program data briefs for key district stakeholders
- Facilitate Professional Development for users across K-12 territory
- Support district initiatives through strategic planning and curriculum alignment
- Member of Imagine Learning Leadership Development Academy

July 2011 – June 2018

Godfrey-Lee Public Schools

Wyoming, MI

**Director of Technology and Media Services**

- Supervised all district-wide Technology and Media Center operations
- Facilitated the district's 1:1 mobile device initiative
- Hired and trained all Technology and Media personnel
- Implemented over \$600,000 worth of network infrastructure upgrades throughout the district
- Collaborated with district leadership team to design classroom lesson plans
- Structured district-wide professional learning for over 150 staff
- Maintained compliance with Federal Regulations such as: HIPPA, FERPA, COPPA and CIPA
- Designed and implemented board approved technology classes for students
- Over 5 years experience working under Agile Project Management Methodology
- Over 2 years experience working under Human Centered Design Framework and Methodology
- Collaborated with Leadership Team to draft the District Strategic Plan
- Managed Digital Marketing systems including Social Media and Film/Media Productions
- Experience in managing Google Apps for Education (GSuite), [Google Certified Educator], Apple Mac OS/iOS, Windows OS and Chrome OS.

August 2008 – June 2011

Godfrey-Lee Public Schools

Wyoming, MI

**Media Assistant/District Technology Technician**

- Provided technical support to district staff and students
- Repaired and supported all district owned hardware
- Organized inventory management system as well as help desk ticketing system
- Communicated with district leadership team to assist in short and long term sustainability plans
- Designed new 21st century learning space in the Media Center
- Managed Library Information System
- Provided Information Literacy Support to students