# TRINH "FRED" CARPENTER

## SUMMARY OF QUALIFICATION

I have a varied background having worked in corporate, state and educational institutions with a range of expertise including publication design and management, information architecture, teaching and organization. My specialty is technical communication with emphasis on technology and its integration into cultures and information design. I am able to multi-task, learn quickly, and complete projects on time and on budget.

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in tfredcarpenter

## VISA STATUS
457

## EDUCATION
Master of Science
Technical Communication
Metropolitan State University
Saint Paul, Minnesota (USA)
2003-2005

## RELEVANT STUDIES
Management of Information Systems (database design and theory, data warehousing, ecommerce, biometrics)
User Experience
Web Design and Development

## TECHNICAL SKILLS
Communication (Intercultural, Interpersonal, Oral and Written)
Content Management & Strategy
Data Analysis
Database Design & Maintenance
Data Warehousing
Document Design
Documentation Management
Financial Management
Project Management
Publication Design
Research & Planning
Software Licensing
SQL Querying
Teacher/Trainer/Presenter
Web Design/User Experience

## COMPLETED PROJECT EXAMPLES

- SharePoint content planning and design for the Metropolitan State University, College of Liberal Arts
- Social media campaign design and implementation for the School of Communication, Writing and the Arts
- Re-design of processes and documentation for the Master of Science in Technical Communication Program
- Content creation and management workflow for the College of Liberal Arts
- Project management of IT and Registrar's guides
- Software licensing grants from vendors $250K
- G.R.A.D.E.S (GPA Realtime Advising Estimating System) Open source project providing both a local and MnSCU wide solution for academic scenario planning

## EMPLOYMENT

**University of Western Sydney** (2019-present)
Parramatta, NSW
***Visiting Fellow at the School of Humanities and Communication Arts***

**Unwaste** (2017-present)
Sydney, NSW
**Environmental Education Consultant and Operations Director**

- Community outreach educating children focusing on environmental issues
- Operations and process design
- Grant writing at Council and State level
- Private fund raising and sponsorship

**Metropolitan State University** (2003-2017)
College of Liberal Arts, College of Arts and Science and School of Communication, Writing and the Arts
St. Paul, MN, USA
**Academic Program Coordinator**
Academic Affairs, College of Liberal Arts (CLA)

- Managed large academic unit schedule including processes, logistics and course data using both standard and proprietary software
- Analysed and reported course enrollment data with fiscal impact
- Provided process and procedure analysis, development and implementation
- Developed and provided single source documentation related to unit academics for both electronic and paper mediums

## SOFT SKILLS

Quick Learner
Problem Solver
Organized
Thoughtful
Listens
Interacts Well

## SOFTWARE

### Content and Design

Adobe (Acrobat Pro, Captivate, Dreamweaver, InDesign, Photoshop)
Microsoft (Word, Excel, PowerPoint Publisher, Visio, Project, Outlook, Office 365)
SnagIt/Camtasia
ABBYY FineReader
Axure/Moqups/Balsamiq

### Database and Content Management

Microsoft (SQL Server, Access, SharePoint)
Oracle Hyperion Brio
Sybase (SQL Server ASE & Data Workbench)
Serena Collage
Ingenuix
WordPress

### Learning Management

Blackboard
Canvas
Desire2Learn Brightspace
Moodle

### Collaboration

Trello
Slack
Skype
Zoom
Cisco WebEx

### Social Media

YouTube
Facebook

## OPERATING SYSTEMS

OSX
Unix Solaris
Windows 7/10

## EMPLOYMENT (Continued)

**Metropolitan State University** (2000-2017)
College of Liberal Arts, College of Arts and Science and School of Communication, Writing and the Arts
St. Paul, MN, USA
**Academic Program Coordinator** (Continued)
Academic Affairs, College of Liberal Arts (CLA)

- Performed data analysis and special projects as assigned by unit head for revenue, student outcomes and scheduling
- Communicated and coordinated with administration, faculty, staff about advising, scheduling and policy

**Graduate Programs Coordinator and Recruiter**
Academic Affairs, College of Arts and Sciences, College of Liberal Arts

- Gave presentations and met with potential applicants and professional community outreach (enrollment grew over 90% during time period)
- Provided academic advising to entering graduate students
- Developed, created and maintained both program and student processes and records
- Collaborated with faculty and administration on policy and procedures
- Helped manage and supervise all related program budgets
- Solved problems across divisions and departments regarding admissions

**Content Manager**
Metropolitan State University, College of Arts and Sciences, College of Liberal Arts and School of Communication, Writing and the Arts
   **General**
- Developed and maintained single source management of documentation including all paper and electronic collateral and distribution including academic and policy material e.g., course catalogue
- Created forms and documentation using multiple software and packages
- Collected, wrote and edited documents including web copy
   **Web**
- Used university content management system software to created, update and maintain internal and external unit pages
- Collect, edit, and reviewed all material posted to sites
- Served as SharePoint administrator
- Designed sites/pages per university policy
- Developed and managed social media endeavors
- Made sure all unit material (written and electronic) was consistent

**Adjunct Faculty**
Metropolitan State University, School of Communication, Writing, and the Arts

- Organized and delivered assigned course sections including lectures, assignments and grading in online, blended and traditional classroom settings
- Contributed towards curriculum design

## TRAINING

Grant Writing and Finance
Madcap Flare
Online Course Design
Privacy (PPIPA, HRIPA)
SharePoint (Owner)
Sybase ASE
SQL & Advanced T-SQL
UNIX & Shell Programming

## SELF-TRAINING

HTML and CSS
Machine Learning
Python

## AWARDS

President's Circle of
Engagement and Scholarship
(2013, 2014 & 2016)

CENTSS (Center for Transforming
Student Services) Award for
Innovation (2010 – 2011)

Student Senate Award,
Metropolitan State University
(2009 – 2010)

Outstanding Employee Award,
Metropolitan State University
(2009)

## COURSES TAUGHT

**Undergraduate**

Communication 171 – Desktop
Design for Communication

Interdisciplinary Studies 330 –
Women in Science, Math
and Technology

Media Studies 382 – Multimedia
and the Digital Age

Writing 280 – Digital Tools for
Writing & Communication

Writing 360I – Capstone

Writing 372 – Document and
Information Design I

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**Metropolitan State University** (2000-2017)
College of Liberal Arts, College of Arts and Science and School of Communication, Writing and the Arts
St. Paul, MN, USA
**Office Coordinator**
School of Communication, Writing, and the Arts,
- Worked closely with Chair to develop office processes
- Generated finance reports, budget processing and advised for large university department working closely with Department Chair and faculty
- Provided support including budget and policy for multiple grant projects

**Sybase, Inc., Emeryville, California merged into SAP** (1996-2000)
Emeryville, CA
**Global Pricing Implementation Manager**
- Formulated and implemented pricing policy for all products
- Produced and maintained price related documentation
- Maintained pricing databases and systems
- Provided high level customer interaction in resolving licensing issues between sales, marketing and product management with clients

**Quality Assurance**
- Initiated and managed independent projects addressing software licensing and customer data records
- Analysed internal data systems and processes
- Designed and provided data reports regarding licensing

**Corporation for National Service** (1995–1996)
Office of Public Advocacy, State of Alaska, Juneau, Alaska
**Assistant to Public Guardian, Southeast Alaska**
- Managed complete financial and legal cases for Court appointed clients
- Communicated with a large variety of clients, administrative agencies, officers of the Court and hostile parties
- Wrote and edited documents including legal pleadings

## UNIVERSITY SERVICE
- Inter-Faculty Organization (IFO) Treasurer and Vice President of Community Faculty
- IFO Intellectual Property and Distance Learning Committee
- IFO IT Committee (chair)
- Search Committees (faculty & staff)
- RFP Committees
- IT Advisory Council (co-chair)
- RFP Committees for Information Technology
- Treasurer, IFO (2006)
- Search committees for administration, faculty and staff
- Strategic Planning for Online Course Development
- Web Redesign Committee
- Strategic Enrollment

## COURSES TAUGHT

**Graduate**

Writing 572G –
Document Design

Writing 660I –
Advanced Document and
Information Design

**Internship Supervision**
Social Media Program
Development

Software and Interface Design

Information Design and
Documentation Management

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## AFFILIATION HISTORY

Society for Technical Communication

Institute of Electrical &
Electronics Engineers

Inter-Faculty Organization

American Association of
University Professors

## PRESENTATIONS

"Stolen Words: The Hidden Networks of eBook Piracy", Digital Humanities Research Group, Western Sydney University, May 2019

"The Rise, Fall, and Rise Again of Garum", Northern Great Plains History Conference, Fall 2016

Panel, "Fostering Access and Equity", Minnesota Writing and English Conference, 2016

"Embodied and Disembodied Histories: Technology and the Body", Great Plains Alliance for Computers and Writing, Spring 2015

Keynote, "Forward Planning for the Professional: Keeping Up, Keeping Track", Branch Out Conference, 2015

"Harden Your Hard Drive: Security and Privacy for Faculty", MSU Center for Faculty Development, 2015

"Professional Portfolios: Reason, Approaches and Design", to various undergraduate courses as guest, 2007 to present

"Professional Portfolios for the Technical Communicator", and then was discussion lead at STC Twin Cities Chapter, 2010

"GRADES: GPA Realtime Advising and Estimating System: Electronic Tools for Advising" at NACADA Region 6 Conference, 2009

"Portfolios", University of Minnesota, Department of Rhetoric and Technical Communication, 2009

"eFolio -- Jumpstarting Students", MSU Fall Faculty Conference, 2008

## WORKSHOPS ORGANIZED

*Document Workflow*, Minnesota Ignite Conference, 2016

*Digital Workflows for Instructors (Teaching with Technology)*, Minnesota Writing and English Conference, 2016

*Mobile Digital Workflows for Faculty*, MSU Center for Faculty Development, 2015

*Leveraging LYNDA.COM into Your Curriculum*, 2012