# Eric B. Mistry, M.A., MBA

Bringing Educational Technology, Operations, & Pedagogy Together

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# Work Experience

## Customer Education Operations Manager, Heap

*May 2023 - Present*

- Lead Customer Education and Engagement team on all topics Ops and automation-related.
- Developed 30+ automations and processes, saving 20 hours per week of instructor time and 15 hours of manager and VP time.
- Research and implement cutting edge automation and artificial intelligence software.
- Administer, upgrade, and automate LMS (Skilljar), including course updates.
- Coach cross-functional peers on using automation techniques and software to improve efficiency.

## Senior Instructional Designer, Heap

*November 2021 - May 2023*

- Co-led total redesign of Heap University in conjunction with Help Center & Community upgrade.
- Upgraded instructor scheduling process from highly manual to nearly automated.
- Reviewed and enhanced over 20 courses in collaboration with subject matter experts.
- Implemented new customer education strategies and course design process.

## Instructional Technologist & Digital Media Specialist, The College of St. Scholastica

*March 2017 - November 2021*

- Proposed, architected, and co-led complete overhaul of College-wide intranet, saving thousands of dollars annually and creatively adapting existing learning management system (LMS).
- Performed administrator duties for Brightspace and Blackboard learning management systems.
- Co-led cross-functional Strategic Innovation Thought Leadership Committee.
- Created and led Virtual Reality Development Team focused on nursing and education experiences.
- Created, managed, and developed instructional video content creation solutions for the College.
- Designed and led 20+ trainings annually on various technologies and pedagogical practices.
- Worked with a variety of stakeholders across the college system to develop innovative solutions.
- Supervised student interns, student workers, and developers.

# Associate for Academic Technology, Carleton College

*July 2015 - March 2017*
- Led workshops and 1-on-1 sessions with faculty to teach about educational technology available
- Designed, built, and implemented "Lightboard" to help improve flipped classroom experience
- Presented Lightboard Design talk at Gusday 2016 and Minnesota eLearning Summit 2016
- Created new visual identity for all divisions of Carleton Information Technology Services department
- Started and managed social media (Wordpress, Facebook, Twitter) for Carleton Academic Technology
- Co-created 10-week comprehensive training course in Moodle for Media Production Student Workers
- Helped organize and administer experimental Online Summer Bridge Program (CUBE)
- Organized [un]Workshop series for Academic Technology and ITS as platform for spreading ideas.

# Quality Assurance Specialist, Epic Systems

*August 2014 - May 2015*
- Simultaneously performed UX and technical analysis of development on Epic's MyChart Application.
- Ensured a consistent user experience between web and mobile applications (iOS and Android).
- Managed application wide integration and use of routine case testing for application.
- Bridge between technical roles and non-technical customers to provide best user experience.

# Business Manager, Reporter, Columnist, Photographer, and Designer, The Scarlet and Black

*August 2010 - May 2014*
- Revamped payroll system resulting in increased quality control, transparency & efficiency.
- Developed four new programs and methods for selling advertising space.
- Designed and created all advertisements for weekly print run.
- Reestablished advertising client base and increased advertising revenue by 3,500 percent over a period of two years.
- Wrote a consistent weekly column for four years, reported on local and community news across dozens of articles, and provided photography services on demand.

# Education

### The College of St. Scholastica

**Master of Business Administration in Leadership & Change**
Awarded May 2019, Cumulative GPA: 3.75

### The George Washington University

**Master of Arts: Educational Technology Leadership**
Awarded May 2017, Cumulative GPA: 3.97

### Grinnell College

**Bachelor of Arts: History, Technology Studies Concentration**
Awarded May 2014, Major GPA: 3.549; Cumulative GPA: 3.513
Studied abroad in London, England (Grinnell-in-London Program, August – December 2012)

# Honors & Volunteer Work

### Customer Success Division Super Scaler Award

Awarded May 2023 for extensive work in scaling Division processes via automation.

### Customer Education & Engagement Department Employee of the Quarter

Awarded January 2022 for work in improving overall educational experience.

### The Jere Trout Memorial Award for Excellence in Educational Technology Leadership

Awarded May 2017 by The George Washington University

### Career Champion

Awarded May 2020 by The College of St. Scholastica's Career Services Department

### Grinnell College Alumni Council

Active member 2019 - 2021, member of Communications Committee and Diversity Committee

# Software & Technology Proficiencies

Brightspace LMS (expert), Blackboard LMS (expert), Skilljar LMS (expert), Adobe Photoshop (expert), Adobe InDesign (advanced), Adobe Premiere (expert), Adobe Lightroom (advanced), Google Apps (expert), Moodle (advanced), WebHelpdesk (intermediate), Wordpress (advanced), Microsoft Word (expert), Microsoft Excel (advanced), Microsoft PowerPoint (expert), HTML (intermediate), CSS (intermediate), Javascript (basic)