

Douglas Goldman

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TRAINING, TECHNOLOGY ADOPTION & CUSTOMER SUCCESS

- Led districtwide implementation and adoption of Learning Management Systems (LMS), including Blackboard, Microsoft Office applications, and other educational technologies, helping users move from initial introduction through confident, practical use.
- Designed and delivered large-scale professional development for educators and administrators, translating technology capabilities and technical concepts into practical solutions users could understand, apply, and sustain in their daily work.
- Provided ongoing coaching, mentoring, troubleshooting, and implementation support rather than treating training as a one-time event, helping users overcome adoption barriers and successfully integrate new technology into their work.
- Designed and launched a Train-the-Trainer initiative that developed new Instructional Technology Specialists, expanded organizational support capacity, and created a more sustainable model for technology adoption across the district.
- Developed training materials, implementation documentation, instructor resources, LMS content, multimedia resources, and other reusable learning tools that extended support beyond formal training sessions and gave users resources they could return to as needs arose.
- Built trusted relationships with educators, administrators, Information Technology staff, vendors, and support personnel that strengthened collaboration, accelerated technology adoption, improved service delivery, and helped resolve implementation problems before they disrupted user success.
- Trained and coached educators in Microsoft Office and instructional technology integration, helping participating faculty successfully meet state technology proficiency standards.
- Created and directed a multi-year professional learning initiative in collaboration with NASA Kennedy Space Center, developing immersive learning experiences for more than 150 educators and coordinating instructors, curriculum, participant support, communications, learning materials, and program delivery.
- Used participant feedback and evaluation results to continuously improve training content, instructional activities, logistics, learning resources, and delivery methods; the SMaRT initiative consistently earned outstanding participant evaluations.
- Guided workforce-development participants from initial interest and enrollment through credential completion, providing individualized coaching, responsive guidance, practical problem-solving, and sustained support designed to remove barriers and help participants succeed.
- Built relationships with employers, workforce agencies, faculty, students, and community organizations that increased participation in federally funded workforce programs by approximately **650 percent** while strengthening engagement and connecting training opportunities with regional workforce needs.
- Translated workforce programs and certificate opportunities in information technology, network security, business, logistics, supply chain, transportation, and engineering technology into clear, accessible information that helped participants understand requirements, expectations, pathways, and practical career value.
- Supported Blackboard LMS implementation through user training, course and system support, troubleshooting, and continuing assistance that helped educators incorporate digital learning tools into classroom instruction.
- Collaborated with Information Technology staff, curriculum leaders, vendors, administrators, educators, and other stakeholders to develop practical training solutions, coordinate implementations, resolve user problems, and improve the overall technology experience.

- Developed and supported educators and colleagues through mentoring, coaching, collaborative planning, professional development, and informal performance feedback, strengthening individual capability and organizational capacity over time.
- Managed the complete participant experience for professional learning programs—from recruitment and registration through communications, instruction, on-site support, problem resolution, evaluation, and follow-up—anticipating needs and maintaining a consistently high-quality experience.
- Uses AI tools as a practical current resource for research, content development, communication, planning, problem-solving, and workflow efficiency.

PROFESSIONAL HISTORY

Independent Contractor / Driver

Uber Technologies, Inc.

2025 – Present

Teacher on Assignment / Administrative Designee

Island Coast High School

Mar 2019 – Jun 2019

Xcel-IT Program Coordinator

Florida SouthWestern State College

2015 – 2017

Owner / Manager

Camarelle Investments, LLC

2011 – 2024

Instructional Technology Specialist

School District of Lee County

1993 – 2011

SMaRT Program Director

Independent Initiative / NASA Collaboration

2001 – 2005

Classroom Teacher – Team Leader – Department Head

School District of Lee County

1972 – 1977, 1981 – 1993

Program Specialist

Governor's Office of Indiana

1979 – 1981

Education

Indiana University Southeast

B.S. in Education

Nova Southeastern University

Completed 30 of 36 Graduate Credits toward M.S. in Educational Leadership