

CHRISTOPHER L. WILLS

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AREAS OF SPECIALIZATION

Implementation of online and distance learning technologies; collaboration in online learning environments; instructional design theory and practice; technology and business management

EDUCATION

Kent State University, Kent, Ohio

Ph.D. Educational Psychology, Instructional Technology concentration, expected May 2013

M.Ed. Instructional Technology, August 2011

Graduate Certificate in Online Learning and Teaching, August 2011

Youngstown State University, Youngstown, Ohio

M.B.A. Management, May 2005

Westminster College, New Wilmington, Pennsylvania

B.A. Business Administration and Spanish, December 1994

RESEARCH INTERESTS

Online and hybrid instructional design for adult learners; increasing learner/faculty acceptance of learning management system deployments; effect of online course elements on satisfaction and performance for beginning online learners; Web 2.0 tools as collaborative learning platforms

CONFERENCE PRESENTATIONS

Ingram, A., **Wills, C.**, McCombs, K., & Richards, C. (2010, April). *Learning Of and Through Online Collaboration*. Technology, Colleges and Community Online Conference.

PROFESSIONAL MEMBERSHIPS AND ACTIVITIES

Member, Sloan Consortium, 2009 – present

Member, Association for Educational Communications and Technology (AECT), 2009 – present

Peer Reviewer for AECT Design and Development Division conference submissions, 2010

Project Management Professional (PMP) certification, 2008 – present

Member, Project Management Institute, 2007 – present

Member, Project Management Institute, Pittsburgh chapter, 2009 – present

PROFESSIONAL EXPERIENCE

Federal Home Loan Bank of Pittsburgh, Pittsburgh, Pennsylvania

Senior Systems Project Manager, June 2008 – Present

- Lead strategic and tactical technology projects; manage entire project lifecycle, from requirements gathering and analysis through implementation, for projects up to \$1.6MM budget with project teams of up to 26 people. Sample successful implementations include an 18-month effort to rewrite an existing internal- and external-facing application; a 10-month effort to design, develop, and deploy a single application to replace four legacy applications; and multiple enterprise-wide system software upgrades.
- Serve as the Information Technology Department's subject matter expert on designing training and development opportunities; work with fellow project managers to plan and execute online, hybrid, and just-in-time training for technology-based project implementations
- Meet weekly with executive and senior management to review project health, optimize project portfolio assignments, and identify and appropriately manage risk
- Responsible for vendor negotiations, performance management of contract resources, budget management, risk and issue management, and select regulatory and governance reporting requirements

iGate Corporation, Pittsburgh, Pennsylvania

Program Manager and Senior Lead Consultant, July 2004 – June 2008

As consultant to Owens Corning, Toledo, Ohio:

- Consultant to Senior VP, HR for equity grant and legal entity restructuring as part of corporate bankruptcy emergence project; dotted-line reporting to CIO and Director of Global Compensation. Led business and technical teams for distribution of \$90MM equity grant to 20,000 employees in 22 countries. Administered \$800,000 budget and guided work of 22 project team members. Successfully migrated more than 15,000 employees from four existing companies into twelve new legal entities, ensuring that all plant hourly timekeeping compensation, benefits, corporate accounting, and legal/financial reporting interfaces were fully functional and accurate from day one.
- Consultant to Owens Corning - Vetrotex Integration Leader for multinational business process redesign and data integration; dotted-line reporting to CIO. Led global sales and financial reporting, international intellectual property management, and global sourcing work streams for the \$1.8 billion acquisition of a multinational composites company. Led requirements gathering, due diligence, system selection and implementation of intellectual property management database; coordinated automation of patent/trademark management across international portfolio.

As consultant to Wachovia Bank Wealth Management, Charlotte, North Carolina:

- Sole project manager/business analyst assigned to Palmer & Cay conversion; integrated a \$140MM agency with 34 geographically disparate offices and 950 employees onto the Wachovia platform. Led design, preparation, testing, and deployment of new production/UAT hardware installations. Oversaw migration of production data between systems. Managed \$1.2MM budget and 50+ stakeholders.
- Consultant to Corporate and Institutional Trust for project to automate trade entry from outside investment advisors. Created the vision for an entirely new process; championed prototyping and end user evaluations of new process. Guided research and development work of onsite and offshore resources.
- Consultant to Trade Processing group for SouthTrust conversion project. Coordinated requirements definition, data mapping, conversion testing, data scrubbing, and validation activities. Led WBS analysis among stakeholders and planned risk management activities. Provided weekly formal updates to Wealth Management executive leadership.

Wachovia Bank NA, Charlotte, North Carolina

Senior Business Analyst and Officer of the Corporation, August 2000 – June 2004

- Subject matter expert on trade settlement, portfolio accounting, and reconciliations for cash and depository positions. Primary responsibility for project management and systems development work for Wealth Management.
- Led development projects to design technology solutions to enhance business productivity: automated comparisons of pending trades versus activity received from depositories; migrated DTC unknown trade process from a manual one to a 100% automated one; programmatic posting and clearing of dividends and other receivables, and others to migrate operational activities to an automated environment.

COMMUNITY SERVICE

Consultant to Director of Graduate Education, Westminster College, November 2009 – present

- Lead faculty roundtables, consult on best practices for online course development

Westminster College Annual Fund Board, 2004 – 2007

Westminster College Class Representative, 2006 – 2009

Volunteer coach for Canfield and YMCA summer soccer and softball leagues, 2007 – present

REFERENCES

Dr. Albert Ingram
Associate Professor, School of Lifespan Development and Educational Sciences
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