

**RACHEL ANNE DOTY**  
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## **ACCOMPLISHMENTS**

- Managed migration of online learning programs to new Learning Management System (LMS) while converting existing content to HTML5
- Became Primary instructor for an existing training program conducted in multiple simultaneous delivery methods.
- Worked with SME's to create examinations, performed job task analyses, assisted with question development
- Successfully applied for exam accreditation from regulatory agency for use as alternative to state exam via online virtual proctoring.
- Developed and instructed an exam preparation training course used nationwide
- Participated in the planning, development, and evaluation of state and national learning programs, course approval, and compliance.
- Completed application submission and Achieved EPA Accreditation for Training Program Manager for Lead Based Paint Activities
- Worked with Local, State, and National Organizations and regulatory agencies to coordinate training approval, implementation and acted as liaison between association and state legislators

## **WORK EXPERIENCE**

### **Koning Construction Consultants, Hudson, Florida - Office Administrator -- 7/2017 to Present**

- Responsible for Overseeing Billing and Supervising Personnel Expenses
- Scheduling meetings, depositions, and court dates for Mr. Robert Koning
- Assisting Mr. Koning with Literature and Document Review

### **Doty Enterprises, Inc., Port Richey, Florida – President – 1/2017 to Present**

- Founded Web Development and Mobile Optimization Consulting Firm
- Primary Consultant for Mobile Office Integration, Web Based Remote Support Technologies, Office and Business software installations, Accounting Management Solutions, and newsletter / mailing list management
- Manages team of 2 Web and Brand Developers
- External Client Sales and Service Manager

### **Contractors Institute, (a division of Koning Enterprises, Inc), Hudson, Florida - Instructional Designer / Project Manager / Instructor / IT Specialist – 6/2010 to 6/2016**

- Responsible for coordination, implementation and management of Learning Management Systems including updating curriculum, presentations, and maintaining course offerings, and evaluation of presentations for issues / glitches & related troubleshooting.

- Acted as Administrator and Project Manager for online course development including authoring & publishing adult learning content using multiple technologies (including but not limited to Articulate Studio 5, '09 and '13, and Articulate Storyline), and managed multiple learning management systems including managing migration of multiple Moodle LMS content databases into one while updating all content to HTML5.
- Developed, delivered, authored and narrated live classroom, blended, and web based classes using WizIQ, GoToWebinar, Skype for Business, OfficeMix, Camtasia Studio, and other web-based / distance learning training solutions, utilized photo editing / design programs for high quality presentation graphics used in course content and storyboards.
- Served as program specialist responsible for credentialing, certification and accreditation for multiple comprehensive programs of study
- Provided technical and user support for 30+ Workstations and 20 Employees including but not limited to Multiple LMS Deployments, management of multiple virtual servers, Firewall and Routing, Rack-Mount Servers, Internally Hosted VOIP server with 20+ lines / routing, Multiple Switches / Bridges, 3 custom designed MSSQL Access databases as well as managing internal and external client software and hardware issues

**Association of Construction Industry Certified Professionals (ACICP) (a sister company of Koning Enterprises, Inc.), Hudson, Florida - Executive Director / Administrator – 1/2010 to Present**

- Coordinated Industry Certification program accreditation through the State of Florida, including working with State Legislators to preserve the rights of Contractors related to the scope of their license
- Prepared accreditation submittal product including working with SME's on development of Job Task Analyses, Core Competencies, Exam Blueprint, Exam Item Bank, and Pilot Testing / Analysis of Exam questions
- Developed Certification procedure for individual designation, and created CRM database to manage membership
- As Executive Director, Worked with Initial Board of Directors and Established Association membership of 3000+ members nationwide since founded in 2010

**Contractors Insurance Source, Inc. (a sister company of Koning Enterprises, Inc.), Hudson, Florida - President / Agent in Charge – 4/2011 to 5/2012**

- Launched Joint Venture with Owners of Contractors Institute to market insurance policies specifically to our existing client base of contractors
- As President and Agent in Charge, maintained responsibility for every policy written and quoted, implementation of written policies & procedures as prescribed by insurance company, & compliance with state provisions governing agents and agencies.
- Performed insurance agency duties concurrent with other required duties for RJ Koning Construction Consultant, ACICP, and Contractors Institute therefore did not allocate a large percentage of time to this venture and subsequently resolved to cease operation.

**RJ Koning Construction Consultants (a division of Koning Enterprises, Inc.), Hudson, Florida - Executive Assistant / Licensing Technician – 2/2009 to 12/2014**

- Responsible for incoming and outgoing correspondence including reviewing of reports, preparation of invoices, tracking in house billable hours and accounts receivable, maintenance and organization of client file materials, & intake coordination of all case files.
- Acted as Legal Secretary preparing preliminary affidavits, responding to interrogatories and subpoena requests, scheduling of depositions and trial testimony, coordination of technicians and equipment for inspections
- Provided Consulting Expertise with regard to legal, statutory, and ordinance research, permit history and contractor licensing investigation, and review of depositions related to permits, licensing issues, ordinance & building code violations, and worker's compensation issues

**Contractor Business Services, Inc. (a sister company of Koning Enterprises, Inc.), Hudson, Florida** – Licensing Specialist – 2/2007 to 2/2009

- Licensing Specialist assisting clients with compilation of required documentation, completion of necessary forms for state licensure, maintenance of customer files including logging incoming and outgoing correspondence
- Responsible for maintenance of accounting records, vendor management and job costing, & maintaining customer service contact throughout licensing process
- Assisted clients in ordering credit reports, obtaining fingerprints and background checks, completing experience and work history affidavits, and navigation of the regulatory process

**White Dove Insurance Agency, Inc., Port Richey, Florida** - Customer Service Representative – 9/2005 to 12/2006

- Responsible for the completion of forms for submittal to insurance companies and maintaining expiration lists for clients
- Responsible for incoming and outgoing correspondence while serving as primary point of customer contact for customer payments
- Preparation of certificates of insurance, drafts and premium finance agreements
- Maintenance of customer files, logging correspondence pertaining to customers to ensure that all documentation is electronically maintained
- Reviewing prepared quotes with prospective customers in all lines of insurance including but not limited to: auto, homeowners, general liability, worker compensation, inland marine, health, flood, property and casualty.

**White Dove Business & Financial Services, Inc., Port Richey, Florida** - Accounting & Tax Specialist – 1/2000 to 6/2004, 10/2016 – Present

- Performs monthly accounting and bookkeeping for multiple clients including financial statement preparation
- Prepares individual income tax preparation and assists with corporate income tax, quarterly payroll tax, and monthly sales tax clients to ensure that clients maintain compliance with mandatory state and federal deadlines
- Provides IT Administrator support for 5 user workstations and 1 server, including firewall management, routing and remote access, DNS, Office and Software Applications, and Cyber Security / anti-virus management

- Offers Consulting and Training services for Quickbooks Online, Microsoft Office and Cloud Based Web technologies, Mobile Office Integration and Remote IT Assistance

## **EDUCATION AND CREDENTIALS**

- *St. Petersburg College, Associate of Arts, 2016*
- International Code Council Certified Permit Technician, *International Code Council, 2015*
- Approved Written Exam Proctor, *Building Performance Institute, 2014*
- Signalman, Aerial Work Platform, Rigger, and Forklift Certification, *OSHA., Dept. of Labor, 2013*
- Instructor for CPR/BLS, AED, First Aid, for Infant, Child and Adult, *American Red Cross, 2013*
- 10- and 30-hour Safety Certification for Construction, *OSHA., Dept. of Labor, 2013*
- Florida Community Association Manager, *Florida Dept. of Bus. & Prof. Reg., 2012*
- Florida Resident All Lines General Insurance Agent, *Florida Dept. of Fin. Serv., 2011*
- Florida Resident Life & Variable Annuity Agent, *Florida Dept. of Fin. Serv., 2010*
- Florida Resident Legal Expense Agent, *Florida Dept. of Fin. Serv., 2010*
- Florida Notary Public, *Florida Dept. of Fin. Serv., 2007*
- *Embry-Riddle Aeronautical University, Attended, 2005*

## **REFERENCES**

References, Work Samples, and List of projects available upon request.