David M. Kleinberg, Ph.D.

1012 Prairie View Court
Naperville, Illinois 60563
Telephone: (630) 956-3623
Email: david@kleinberg.net

Highly motivated, extroverted, and collegial individual with experience in information technology, higher education administration, staff management and training, marketing, international travel, risk management, immigration and employment authorization, and intercultural communication.

Technical Skills

- Productivity, database, collaboration, desktop publishing software (Microsoft Office, Publisher, OpenOffice, Google Apps, SharePoint, MS Teams)
- Windows desktop OS and Windows Server, MacOS operating systems, Android and Apple iOS
- Customer Relationship Management (CRM) software: Slate, Salesforce, TerraDotta
- Enterprise Resource Planning (ERP) software: Banner Operational Data Store/Ellucian, Oracle PeopleSoft
- Learning Management Systems (Blackboard, WebCT, D2L, Moodle, Sakai) and Instructional Design
- TCP/IP networking, cabling, switches, routers, access points, POE injectors, VPNs, VLANs, DHCP, Internet communications (web page design, e-mail, listservs, web browsers, FTP clients)
- Internet-based videoconferencing (Zoom, MS Teams, Skype, Adobe Connect, H.323, WebEx)
- Help Desk ticketing systems
- Social media tools (Web 2.0, Facebook, Twitter, Reddit, LinkedIn)
- Audiovisual equipment (Projectors, DVD & Blu-ray players, region-specific equipment)
- Video and audio production and editing, streaming media production

Professional Certifications

- CompTIA A+ certification, awarded December 23, 2010; renewed February 9, 2023
- CompTIA Network+ certification, awarded May 3, 2011
- CompTIA Security+ certification, awarded July 18, 2011
- J-1 Advising for Beginners, NAFSA: Association of International Educators, May 2012
- J-1 Regulations Advanced, NAFSA: Association of International Educators, May 2013
- F-1 Student Advising for Beginners, NAFSA: Association of International Educators, May 2012
- F-1 Student Advising Intermediate, NAFSA: Association of International Educators, May 2013

Professional Experience

Director, International Programs and Services, Benedictine University. Lisle, Illinois. (June 2017 – November 2022).
- Served as Senior International Officer, responsible for all international programs of the university, across two campuses.
- Marketed study abroad and exchange programs, and international admissions.
- Served as PDSO and RO for SEVIS, provided immigration services and advising for students and faculty.
- Administered overseas degree programs, generating over $3.5 million dollars annually.
- Supervised department staff, pool of qualified instructors, and budgets.
- Contributed to technical committees: Data Standards Committee and IT Advisory Council
- Designed and implemented assessment of co-curricular programs.
- Managed risk involved with international travel, partnerships, natural disasters, political instability, and global pandemic.

Assistant Director, Center for Global Education, John Carroll University. University Heights, Ohio. (January 2012 – May 2017).
- Advised international students and scholars, and provided immigration services.
- Managed risk involved in international operations.
- Promoted and marketed students and faculty on study abroad.
- Maintained departmental website and third-party software.
- Designed and implemented assessment programs for international programs.
- Liaised with other university departments.

Program Coordinator for Global Studies and Technical Coordinator, Office of International Programs, Binghamton University. Vestal, New York. (September 2009 – January 2012).
- Recruited, advised and assisted students enrolled in the Global Studies Minor.
- Served as liaison with the registrar's office, institutional research department, Information Technology Services, academic departments and college advisors.
- Managed electronic databases, and provided technical support for departmental computers, printers, and other peripherals.

Language Lab Director, Department of Modern Languages, Winthrop University. Rock Hill, South Carolina. (August 2007 – May 2009).
- Managed Language Resource Center, maintained and documented computer and electronic equipment.
- Served as liaison with Information Technology department, maintained the departmental website, managed student employees.
- Taught German language and culture courses.

Visiting Assistant Professor, University of North Carolina at Greensboro. Greensboro, North Carolina. (August 2006 – May 2007)
- Taught German language and culture courses.

Assistant System Administrator, Physics and Astronomy Networking Infrastructure and Computing, University of North Carolina at Chapel Hill. Chapel Hill, North Carolina. (May 2000 - July 2006)
- Aided faculty, staff and students with all technology-related issues.
- Installed, maintained and repaired desktop and laptop computers, networking equipment, and printers.
- Managed Windows Server Active Directory and Unix user accounts, hardware, and interfaces
- Liaised with university-wide information technology department.

<u>**Education**</u>

- Ph.D. in Germanic Languages. University of North Carolina at Chapel Hill. December 2006.
- M.A. in Germanic Languages. University of North Carolina at Chapel Hill. May 2001.
- B.A. in German and Psychology. The Ohio State University. Columbus, Ohio. June 1998.
- University of Regensburg, Germany. Summer 1997.
- Technical University of Dresden, Germany. Summer 1996.

<u>**Languages**</u>

- English: Native speaker
- German: Near-native fluency
- Dutch: Intermediate reading knowledge and speaking ability