

AMY L. RIKER

PROFESSIONAL EXPERIENCE

Center for Curriculum Redesign, Boston, MA

2018-current

Director, Business Development & Member Relations. As the Director of Business Development & Member Relations, I manage all aspects of corporate, foundation, and government relations. As a consultant, working with the Founder and Chairman, I lead a collaborative approach to secure external funding, in support of CCR's initiatives.

Educational Testing Service, Princeton, NJ

2006 – 2018

February 2013 – January 2018

National Executive Director, High School Equivalency Testing Program. As the National Executive Director of the High School Equivalency Testing (HiSET®) Program, I led the work on the ETS HiSET program and successfully launched the new program across the nation and informed stakeholders such as business and post-secondary institutions of the high school equivalency landscape. I effectively developed positive competitive relationships with other assessment-service providers and established preferred partnerships for components of assessment programs that ETS does not provide. I was responsible for leading the ETS HiSET team end-to-end and managing a multi-million-dollar budget.

- Entered a 70-year monopolized market (GED®), building a product and brand that gained 40% of the market in less than four years.
- Built the entire client base from development through launch and market adoption.
- Successfully helped changed state and federal policy to remove branding from state and federal code and regulations.
- Gained adoption of HiSET in 28 states and territories in less than four years.
- Presented nationally on HiSET, meeting with key decision makers to gain state adoption of the program.

August 2012 – February 2013

Director, Student and Teacher Assessments. Responsible for new business development for states, school districts, consortia, agencies, and organizations.

- Represented and advocated for ETS with state assessment directors and their staff, teacher licensing commissions and others who could influence a decision on state contracts.
- Developed positive competitive relationships with other assessment-service providers and established preferred partnerships for components of assessment programs that ETS does not provide.
- Responsible for competitive product positioning for student and teacher assessments.

January 2011 – August 2012

Client Manager-Student and Teacher Assessments. Established new and grew existing relationships with states and national organizations.

- Managed teacher licensure e-portfolio programs and end-to-end development through operations.
- Responsible for multi-project budgeting.
- Collaborated with ETS partners, vendors, and clients on multiple programs resulting in multiple contract awards and a strengthened brand.
- Played integral role in development and release of Teacher Leader Model Standards: www.teacherleaderstandards.org.
- Led work producing research report on online teacher certification.

- Assisted in development and transition of the first e-portfolio high stakes professional licensure program. www.waproteach.org.
- Reduced scorer training costs by 45%, saving the organization \$65K per scoring session.
- Served as the Assistant Scoring Director for ProTeach Portfolio; e-portfolio licensure.

December 2008 – January 2011

Senior Product Administrator-Student and Teacher Assessments. Coordinated the end-to-end product management and delivery of performance-based assessments.

- Coordinated the development of project schedules and communication plans.
- Responsible for multi-project budgeting.
- Developed process improvements for responding to RFPs resulting in significant time/financial savings.
- Designed and delivered an innovative pilot process including training, scoring, and benchmarking from paper based to computer based.
- Successfully collaborated with ETS partners, vendors, and clients on multiple programs resulting in strengthening our reputation and five contract awards.
- Presidential Award (i.e., annual internal ETS recognition award) recipient, 2009.

October 2006 – December 2008

Product Administrator-Student and Teacher Assessments. Coordinated the end-to-end process for all paper-based test administrations for the National Board Program. Responsibilities included creation of Bills of Materials for production and order fulfillment, delivery of alternate-format testing, and coordination of the various divisions involved in paper-based test administrations.

- Developed electronic process for submitting rosters and paperwork to test centers that resulted in a cost savings of thousands per test cycle and numerous quality and efficiency gains.
- Completed end-to-end documentation of all processes across multiple divisions.

January 2006 – October 2006

Program Administrator-Student and Teacher Assessments. Provided financial planning support and expense tracking for all programs within the Higher Education Division.

- Created monthly financial reports.
- Reviewed and approved expenses and purchase requisitions.

Endodontics Limited, Langhorne, PA

2001 – 2005

Assistant Office Coordinator and Endodontics Assistant. Managed office operations, reception staff, and finances for a busy endodontics office.

- Responsibilities included training, scheduling and evaluating reception staff.
- Increased reimbursements from insurance companies for services rendered.

Ortho One/Endo One, Medford, NJ

1999 – 2001

Regional Office Manager and Head Orthodontic Assistant. As the regional office manager, managed office operations for five Orthodontic offices and three Endodontic offices.

- Responsibilities included hiring and training all new employees, negotiating insurance reimbursement schedules, completing and submitting insurance claims, scheduling patients for eight offices, updating and maintaining patient records and assisting in check-ups and procedures. Achieved Manager of the Year in 2000.

EDUCATION

Currently pursuing Doctorate of Business/Organizational Leadership, University of Phoenix (expected graduation 2019)

Masters of Arts in Education/Adult Education and Training, University of Phoenix, 2010 – 2012

Bachelor of Science/Business Management, University of Phoenix, 2006 – 2010

CERTIFICATES

Online Teaching Certificate, 2011, Sloan Consortium

Mini MBA Program certificate, 2010, Rutgers University

Business Analysis Program certificate, 2010, Rutgers University

Mastering the Team Sale: Pursuit Team Briefing Session, 2010, Top Line Impact

Project Management Program Certificate, 2010, Northeastern University

Certified Dental Assistant and PA Dental Radiology License, 1999, Delaware Valley Academy, Philadelphia, PA

Small Business Management, 1995 – 1997, Bucks County Community College, Newtown, PA

ADDITIONAL EXPERIENCE

2016–current: **Association of Test Publishers- Vice Chair, Education Division.**

Professional Organization

Provide support and guidance for Education Division decisions including conference and marketing planning for both US and European annual conferences.

2011–Present: **Virtual Mentor**

Career and Technology Education Middle and High School

Provide mentoring and tutoring assistance for middle and high school students in virtual (i.e., cyber school) programs.

2011–2012: **GED Mentor**

Adult students and out-of school youth

Provided mentoring and tutoring assistance for at-risk youth with a criminal history and adults needing to pass a high school equivalency test for employment or to further their education.

2009–Present: **Virtual Mentor**

Business Management and Business Administration Undergraduate Students

Provided mentoring and tutoring assistance for undergraduate students in virtual BS/BM and BS/BA programs.