

# Colleen Wilson

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## Experience

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### Account Manager | Justworks | New York, NY (remote) | 2021

- Answer inquiries and resolve issues for 40+ clients related to the Justworks platform, payroll, taxes, tax law, compliance, insurance, and human resources best practices.
- Efficiently resolve issues by working independently to find answers, delving deeper with customers to find the root of the problem, and managing internal and external teams so that the desired outcome is achieved quickly.
- Manage customer relationships by providing excellent customer service that not only gains clients' trust and appreciation as an asset to their business, but also brings joy and efficiency to their workflow.
- Proactively provide support to teammates,, contributing to the team's overall camaraderie and success.

### Senior Program Specialist, Arts Integration | The Barnes Foundation | Philadelphia, PA | 2013 - Present

- Developed and deliver educational programs for teachers and students.
- Promoted twice, notably from Coordinator to Senior Program Specialist.

#### *Art of Looking Program (Science & Art themed program for 5th graders)*

- Engaged each of the 80 teachers and 2,200 students annually in order to provide a learning experience with seamless coordination. The strong reputation I built with teachers led to most teachers returning to the program year after year and expanding to other offerings in the institution.
- Saw areas for deeper connections to curriculum, then led a large-scale redesign of the three-part program including contractor contributions and an evaluation. 90% of teachers that participated in the redesigned program in 2019-20 reported that they were interested in STEM+ Art after the program, increased from 40% prior.

#### *New Program Innovations*

- Expanded the department's reach and revenue by creating an online teacher training course with a roadmap for future courses. I developed and marketed a course that engages with multiple learning modalities including instructional videos, practice scenarios, peer-to-peer evaluation, group dialogue, in-classroom practice, and reflection. 100% of participating teachers in 2019 agreed that the course contributed to their students' learning.
- Implemented the first large-scale collaboration between School Programs and the Public Programs' Free First Sunday Program. The event involves the comprehensive coordination of 300+ students, teachers, and families from 20+ schools annually in addition to managing a robust inter-departmental partnership.
- Actively engaged in the collaborative creation of an Anti-Racist Teaching Strategy including a framework, values, tenets, and ongoing evaluative practices that over 40 staff and volunteers put into daily use.

### Museum Educator | Art Museums of Colonial Williamsburg | Williamsburg, VA | 2012 -13

- Used technology (QR codes, blogs, etc.) to create new ways for audiences to engage with the collection.
- Created slate of Science themed programs and hands-on learning activities.

## Education

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MA (Hons) in the History of Art | The University of St Andrews | St Andrews, Scotland | 2012

## Selected Publications & Presentations

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- Wilson, Colleen. "How to Foster Authentic Museum Engagement Through Online K-12 Teacher Training." Session at the American Alliance of Museums Annual Meeting & Museumexpo, May 2019 (cancelled due to COVID).
- Glass, Don, and Colleen Wilson. "The Art and Science of Looking: Collaboratively Learning Our Way to Improved STEAM Integration." *Art Education* 69, no. 6 (November 2016), 8-14.  
<https://doi.org/10.1080/00043125.2016.1224822>

## Areas of Expertise

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Teaching, Curriculum Development, Lesson Planning, Course Building

Authentic Communication, Empathy, Building & Growing Partnerships, Sales, Event Marketing

Learning & Integrating New Technologies, Adobe Creative Suite, Zendesk, Jira, Confluence, Salesforce

Spanish (Learner)

## Interests

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Lived abroad, Dungeons & Dragons, Board Games & Game Design, Event Planning