

Heather Rushmore Koren, ATP

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Education

- 2021 Full Stack Web Development Bootcamp - The Ohio State University
- 1997 M.S. – University of Pittsburgh, Pittsburgh, Pennsylvania, Rehabilitation Science and Technology with emphasis on computer access and augmentative communication. Thesis: A Comparison of Consumer Satisfaction Between Multidisciplinary and Non-multidisciplinary Manual Wheelchair Prescriptions.
- 1994 B.S. – California University of Pennsylvania, California, PA, Education, Speech Language Pathology & Audiology

Professional Experience

Westminster Technologies, Inc. Director of Assistive Technology

January 2017 - Present

Conduct assistive technology evaluations, develop and present training sessions and webinars on various assistive technology and special education topics, and conduct product demonstrations. Developed an Assistive Technology Evaluation Train-the-Trainer series and an AT Evaluation Resource Guide. Collaborate with the sales and marketing departments.

SoftWriters, Inc.

April 2013 – December 2016

Quality Assurance Analyst (July 2015 – Present)

- Conducted product and system testing, including testing of updates and new releases of the FrameworkLTC platform and FrameworkLTC Interfaces.
- Collaborated with the Development team to ensure the effectiveness and quality of all assigned products.
- Communicated with the Development team and Management regarding testing metrics, analysis, and status.
- Planned and executed testing plans and scripts.
- Developed and presented a monthly release webinar presentation.

Application Analyst/Software Trainer (April 2013 – July 2015)

- Provided multifaceted application support for the FrameworkLTC pharmacy software program as well as various FrameworkLTC Interfaces and basic SQL support.
- Developed and provided new hires and all in-house staff training.
- Member of the QA team.

Independent Contractor SmartEd Services

October 2011– February 2013

Developed and delivered a ten-hour assistive technology training program including both written and oral assessments to all sales staff, professional development staff, and marketing staff. Trained staff on various aspects of disability. Followed up on research being conducted by several organizations. Developed a disability-specific reference guide.

Director of Curriculum, Assistive Technologies**SmartEd Services**

June 2010–July 2011

Conducted assistive technology product demonstrations and training around the country and in London. Developed curriculum and multimedia training materials for the TAP-it product. Responsible for working with the marketing and sales team, guiding the professional development team in assistive technology, and developing research opportunities.

Training & Documentation Specialist

February 2004–March 2010

Tri-Rivers Educational Computer Association

Developed and delivered educational workshops on electronic student information system (eSIS) software program to school districts within the consortium. Created multimedia tutorials and materials for online reference. Tested new software releases and patches to verify consistency and accuracy. Developed materials and provided training to key Special Education personnel as lead trainer for the eSIS Special Education Software Module implementation.

Independent Consultant

2003-2007

Koren Consulting

Created and delivered basic assistive technology (AT) training around the state for AT of Ohio and Ohio Rehabilitation Services Commission (RSC) office. Provided AT set up and assessments for clients through RSC, Veterans Affairs, and additional independent organizations.

**Visiting Instructor/Director of Assistive Technology Lab
East Carolina University**

October 2000-May 2003

Taught one undergraduate and four graduate-level technology classes in the Special Education Program Area. Directed the Assistive Technology Lab supervising two to three graduate students. Developed an online graduate certificate program in assistive technology for the Fall 2002 semester. Other duties included: consulting with the inclusive developmental preschool program, working on grants, setting up technology training opportunities for faculty and staff, and assisting local school teachers with setup and training of technology in their classrooms.

Rehabilitation Technology Specialist

1999-2000

Center for Technology and Disability Studies, University of Washington

Developed and implemented course materials for training and conference events related to assistive technology and instructed conference attendees in hands-on lab experiences. Wrote articles for assistive technology newsletter. Set up computer labs with adaptive software and hardware for PC and Mac-based operating systems. Trained and assisted the University of Washington Rehabilitation Medicine staff with computer access evaluations for both inpatients and outpatients.

Job Coach

1999-2000

Washington Vocational Services (P/T, on-call)

Provided support for individuals with developmental disabilities to assist in obtaining the needed skills to learn and keep a competitive job. Consulted with social workers and other professional staff in evaluating vocational history and potential, counseled clients on areas of difficulty with training assignments and recommended additional training or assistive technology for the workplace as necessary.

Support Living Coach

March 1999-July 1999

ARC of Escambia County

Provided support for individuals with developmental disabilities to assist in independent living skills including household management, money management, community integration, shopping skills, and vocational counseling.

Client Training Instructor

1998-1999

United Cerebral Palsy of Northwest Florida

Trained staff on the use of augmentative and alternative communication devices, sign language, Morse code, and appropriate communication strategies. Developed and implemented on-site training program, community skills training program, on-site training environment (i.e., Café, Fast Food Restaurant, etc.), and one-on-one training in academic, communication, and community skills.

Technology Specialist/Speech Assistant

1997-1998

United Cerebral Palsy of Washington and Northern Virginia

Trained staff on the use of assistive technology, including adaptive computer equipment and software, augmentative communication devices, and environmental control units. Provided assistive technology and speech therapy assistant services to a facility serving 107 persons with developmental disabilities age 21 and up, including implementation of communication and technology objectives; computer access evaluation and training; evaluation of high tech AT devices with follow-up training; participation in an interdisciplinary team handling seating and positioning needs/concerns. Provided AT services to satellite facilities serving children 0-6 including computer access evaluation and training; adaptive software and equipment set-up; and ergonomic access evaluation and implementation.

Research Associate

1995-1997

The University of Pittsburgh, School of Rehabilitation Science and Technology

Developed a satisfaction survey and studied the satisfaction levels with consumer-responsive manual wheelchair prescription processes.

Speech Therapy Consultant

1994-1997

Nisar, Inc.

Trained habilitation and group home staff in appropriate communication strategies and use of communication devices. Provided needed communication and socialization training to persons with developmental disabilities age 12 and up. Worked with other professional staff in recommending appropriate assistive technology and training assignments as necessary.

Certifications

RESNA Assistive Technology Professional

OH Teaching License – Intervention Specialist (K-12) Mild/Moderate, 2010-2012

Technical Skills

HTML, CSS, JavaScript, jQuery, Node.js, and more.

Teaching Experience

Technology in Special Education (SPED 4000), East Carolina University: Fall 2000 – Spring 2003.

Technology in Special Education is an undergraduate course that introduces students to specific hardware and software, adaptive and assistive devices, computer adaptations, instructional and productivity software, and issues related to each.

Integrating Technology into Special Education (SPED 6011), East Carolina University: Fall 2001

Integrating Technology into Special Education is a graduate-level course to explore strategies for integrating technology into instruction, record keeping, management, productivity, communication, and professional development of special educators.

Assistive Technology Devices and Services (SPED 6701), East Carolina University: Spring 2003 – Summer 2003

Assistive Technology Devices and Services is an online course that provides a broad overview of assistive technology, including legal, educational, and discipline-specific information.

Assessment, Planning, and Implementation of Assistive Technology (SPED 6702), East Carolina University: Spring 2003 – Summer 2003

Assessment, Planning, and Implementation of Assistive Technology is an online course that explores the assessment, planning, and implementation of assistive technology.

Collaborative Resource Management of Assistive Technology (SPED 6703), East Carolina University: Spring 2003 – Summer 2003

Collaborative Resource Management of Assistive Technology is an online course that looks at the human, product, electronic, and funding resources within the state and national networks to meet the technology needs for individuals with disabilities.