JEREMY S. ZEHR, EMBA
Caledonia, NY 14423 | 585-368-8678 | jszehr@gmail.com | www.linkedin.com/in/jszehr/

Creative Project Management Profile

SUMMARY

Collaborative professional combining multimedia production, instructional content development, and operational coordination to deliver accessible, audience-focused experiences. Able to develop training resources, technical documentation, and digital learning materials that strengthen staff capabilities and standardize service delivery. Skilled in coordinating complex schedules, cross-functional initiatives, and stakeholder requirements across academic environments. Ready to apply creative problem solving, governance experience, and executive MBA to align resources, processes, and outcomes with organizational priorities.

CORE COMPETENCIES

Creative Project Planning | Workflow Coordination | Resource Allocation | Cross-Functional Project Delivery | Multimedia Production | Digital Content Development | Instructional Design | Production Scheduling | Project Documentation | Scope & Requirements Definition | Stakeholder Communications | Team Leadership

TECH SKILLS

Office 365 | Google Workspace | Adobe Creative Cloud | WordPress | Meta Business Suite

PROFESSIONAL EXPERIENCE

Real-Time Captioning Coordinator, Rochester Institute of Technology, Rochester, NY, 2021 – Present
Leading private research university specializing in technology, engineering, design, and applied sciences.
Coordinate real-time captioning services across 300+ academic courses per semester through strategic scheduling, stakeholder communication, and accessibility planning. Collaborate with four-person team, allocating resources for 48-60 captioning professionals across university divisions. Align student support requirements with academic schedules by partnering with students, advisors, and departmental stakeholders to prevent service conflicts. Direct logistics for campus-wide and executive-level engagements with strict confidentiality, precise technical preparation, and consistent service delivery for students, faculty, staff, and university leadership.

- Maintained average of 4% uncovered service requests per semester through proactive scheduling and demand-based coverage planning across academic programs.
- Drove cross-generational collaboration and team effectiveness by adapting communication approaches, respecting diverse perspectives, and building relationships across organizational levels.
- Achieved 100% coverage during peak-demand periods for up to 15 captioning specialists through workload prioritization, schedule optimization, and timely adjustments to staffing requirements.
- Resolved scheduling bottlenecks and improved accessibility coverage by partnering with academic advisors and departmental leaders to align course requirements, specialist availability, and student assistance needs.

Captioning Team Specialist, Rochester Institute of Technology, Rochester, NY, 2017 – 2021
Designed and delivered staff onboarding, technical workshops, and continuing education programs through structured curricula, multimedia resources, and practical learning materials. Developed multimedia training resources and e-learning content through Adobe Creative Cloud applications, including Illustrator, Photoshop, After Effects, Audition, and Premiere, publishing materials on RIT's MyCourses learning management system. Standardized operating procedures and equipment documentation by collaborating with three newly established roles. Restored uninterrupted captioning services during five-day COVID-19 transition through rapid schedule redesign, modality adjustments, and cross-functional engagement across remote and hybrid instruction.

- Expanded medical sciences captionist pool from 3 to 12 through targeted professional development, specialized medical terminology training, and broader captioning competencies across team.
- Maintained uninterrupted student support across 360 classes and five communication modalities during COVID-19 transition through rapid schedule revisions, cross-functional coordination, and precise service planning.
- Standardized departmental procedures and accelerated new-hire readiness by authoring equipment manuals, internal operating guides, and policy documentation with three newly established roles.
- Built staff capability and role consistency through structured onboarding, peer mentoring, and role-definition initiatives that clarified scope and established practical expectations for new captionists.
- Increased professional development opportunities via graphic design, instructional videos, and learning management system resources, while promoting special events and real-time captioning for academic classes.

Real-Time Captionist, Rochester Institute of Technology, Rochester, NY, 2010 – 2017
Provided accurate real-time speech-to-text services across academic, technical, and executive environments through active listening, rapid transcription, and concise content summarization. Converted complex spoken information into clear, digestible text for students with hearing loss by prioritizing essential meaning, specialized terminology, and contextual accuracy. Maintained high service standards under pressure through precise note-taking, strong concentration, and responsive communication.

- Reduced interdepartmental tension and solidified collaboration through leadership advocacy for equitable treatment of captionists and interpreters, with direct input from team of 20 captionists.
- Advanced departmental professional development by co-creating in-service training, specialized terminology instruction, and service-delivery strategies aligned with institutional goals and technical standards.
- Expanded accessibility awareness among 200+ university open-house attendees through live demonstrations that showcased captioning capabilities, service value, and inclusive communication practices.

LEADERSHIP EXPERIENCE

Vice-Chair, Executive Committee Member, RIT Staff Council — Rochester Institute of Technology, Rochester, NY, 2021 – 2026

- Represented university staff perspectives in strategic discussions with executive leadership as elected vice-chair for 2025–2026, contributing frontline employee insights to institutional priorities and decisions.
- Raised employee awareness and adoption during major institutional rollouts via change communications and engagement initiatives for career architecture and human capital management (HCM) platform launch.
- Coordinated event logistics, vendor relationships, and operational execution for annual RIT staff appreciation picnic, delivering university-wide event for ~1,800 staff members.

Elected Senator & Secretary, NTID Staff Senate, Rochester, NY, 2017 – 2020

- Established foundational senate governance through policy development, structured recordkeeping, and leadership communication protocols as founding senator and secretary during organization's inaugural term.

ADDITIONAL EXPERIENCE

Media Producer & Content Creator, VOX Robotica Media & Independent Media Production, Caledonia, NY, 1997 – Present

- Produced research-driven digital content through technical writing, audio production, and editorial development for online articles, podcasts, and instructional resources, with end-to-end creative execution.

EDUCATION

ROCHESTER INSTITUTE OF TECHNOLOGY, Executive Master of Business Administration – 2026
ROCHESTER INSTITUTE OF TECHNOLOGY, Bachelor of Science in Media Production & Multimedia Design – 2018