



Ross Ian Vance

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Ross Ian Vance is the Training Manager for SupportSeven and Eclipse In Action, two customer contact center companies.

He is also currently a doctoral student at the University of Tennessee at Chattanooga. Ross Ian holds two bachelor's degrees in opera and education, a masters degree in curriculum and instruction, and several post-graduate certifications in the organizational development field.

Aside from speaking at several international conferences, Ross Ian fills his plate by teaching adjunct at Lee University and consulting for various e-learning organizations. He is a member of the Pi Kappa Lambda and Golden Key honor societies, as well as his local chapter of Toastmasters International.

His career specialties include research in leveraging technology within adult and experiential education, organizational behaviour, Lean Sigma process improvement, and the graphic arts.

Among his greatest accomplishments, Ross Ian enjoys being a new father to his one year-old son, Eric Aiden.