

Innovative professional with nineteen years supporting technology in higher education. Seasoned expertise that maximizes success while supporting the IT needs of diverse end-users. Proactive leader with excellent interpersonal, analytical, team building, and resolution-based skills. Self-motivated with exceptional dedication, foresight, and professional acumen. Focused on utilization of technology for mission-driven improvement and success.

EDUCATION

SDSU

- M.A. Education
- B.S. Information Systems

TECHNICAL SKILLS

- SCCM
- Deployment and imaging
- Windows administration
- Desktop/client management
- AD/GPO's
- Adobe Creative Suite
- Wordpress, HTML5, CSS3
- E-mail campaigns
- Hardware troubleshooting
- Software troubleshooting

SPECIALTIES

- Project management
- Technical consultation
- Workflow assessment
- Staff management
- Product evaluation
- Customer service and support
- Collaborative leadership
- Relationship building
- End-user training

VOLUNTEER WORK

Mesa Classified Senate

- President
- 2011 – 2015

San Diego Velodrome

- Board Member / Webmaster
- 2013 – 2016

EXPERIENCE

University of California, San Diego

Help Desk Manager • 2018 - present

Manage busy IT service desk for Student Affairs Technology Services supporting over 400 users in nineteen departments. Monitor inbound service requests and escalate as needed. Configure and troubleshoot client systems. Maintain Active Directory objects, security groups, and permissions in relevant OU's. Setup and configure AD accounts, Exchange mailboxes and distribution lists. Supervise staff and provide technical lead. Identify and resolve complex usability problems. Manage projects, purchase hardware and software, and assure on-time completion. Identify and address complex usability problems affecting the network, VPN, hardware, and software. Document and update department's technical knowledge base and business processes. Develop metric reports and asset inventory spreadsheets.

San Diego Mesa College

Desktop Support Technician • 2000 - 2018

As team member in College Technology, managed over 300 Windows workstations for various academic departments. Designed, configured, and deployed desktop images for large instructional computer labs. Managed client workstations utilizing Active Directory's Group Policy objects and Faronic's Deep Freeze. Configured network printers and deployed with scripting or AD. Triaged and remedied mission critical issues related to classroom and campus technology. Normalized trouble ticket data for root cause analysis. Supervised, scheduled, and directed work of part time and student employees. Managed fiscal budget for hourly staff payroll.

Desktop Support Supervisor • 2015

Supervised, scheduled, and provided leadership and guidance to twelve full-time employees. Managed approximately 2,000 computers in 50 student computer labs situated throughout the campus. Oversaw and assigned staff for resolution of campus-wide trouble ticket submittals. Provided oversight and technical resolution. Assisted with planning, budgeting, purchasing of large scale IT. Focused on workflow issues to provide streamlined technology services to campus constituents.

Adjunct Instructor • 2011

Taught for-credit introductory courses in database design and implementation. Delivered course content in the online environment of Blackboard. Conducted assessment of key course concepts through non-test-bank questions. Developed strategies to align course material to pre-defined course outcomes. Expanded student knowledge in both open source platforms and proprietary database solutions. Covered basic SQL queries and integration with websites.