

Innovative professional with nearly thirty years in technology and sixteen in higher education. Expertise in management of technology that maximizes success while supporting the IT needs of diverse communities such as those prevalent in the higher education environment. 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 improvement and success.

SPECIALTIES

- Process improvement
- Informal project management
- Technical consulting
- Workflow assessment
- Staff management
- Product evaluation
- Customer service and support
- Collaborative leadership
- Relationship building
- End user training

TECHNICAL SKILLS

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

EDUCATION

SDSU

B.S. Information Systems
M.A. Education

VOLUNTEER EXPERIENCE

Mesa Classified Senate

President
2011 – 2015

San Diego Velodrome

Board Member / Webmaster
2013 – 2016

EXPERIENCE

San Diego Mesa College

Instructional Lab Technician, Computer Science • 2000 – present

Plan projects for setup and maintenance of academic computing centers. Manage over 300 client computers in a networked environment for various academic departments. Create desktop images tailored to specific instructional and end-user needs and deploy each semester. Personalize and lock down client workstations utilizing Active Directory's Group Policy objects. Maintain steady software build on clients utilizing software tools. Configure network printers and deploy via Active Directory scripting. Triage, troubleshoot, and remedy mission critical issues related to classroom and campus effectiveness. Supervise, schedule, and direct work of hourly employees and work-study students, and manage associated budget.

Instructional Support Supervisor • 2015

Managed 2,000 computers in 50 student labs. Oversaw and assigned IT trouble tickets to assure satisfactory resolution. Collaborated with campus leadership to develop IT strategic plan and configure technology replacement protocols. Assisted with planning, budgeting, purchasing, and scheduling of various IT installations and upgrades. Focused on workflow issues to provide streamlined technology services to campus constituents based upon urgent and non-urgent operational issues. Supervised, directed work, and provided leadership to nineteen contract, hourly, and work-study staff in the instructional IT department.

Adjunct Instructor, Computer Business Technology Education • 2012

Taught for-credit courses in database design and implementation in the online environment of Blackboard. Covered various relational database technologies such as Access, MySQL and SQL, and database concepts of normalization, administration, security, and website integration. Developed course content, learning modules, exams, and quizzes.

Go Fast Remarketing

Business Owner • 2015 – 2016

Paramount in conception, design, and establishment of startup business focused on marketing wholesale automobiles to the franchised dealership community. Designed logo, website, and email marketing campaigns, as well as formulated and backend processes to track sales, accounts receivable, and invoice customers. Responsible for building customer relationships via outreach and networking.

University of San Diego

System Administrator • 2001 – 2004

Managed NT 4.0 server and client workstations with varied software configurations. Planned, developed, and implemented software and hardware configurations for various instructional settings and courses.