

# ANGELA LIEWEN

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Technology Professional • Educator

[angelaliewen.com](http://angelaliewen.com) ■ [Linked in](#)

Innovative professional with seventeen years supporting technology in higher education. Expertise in technology 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.

## 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

*Desktop Support Technician, College Technology • 2000 – present*

Manage over 300 student and staff Windows 10/7 and Apple IOS client systems for various academic departments. Design, configure, and manage desktop images tailored to specific instructional and end-user needs for each semester. Deploy images in a Windows environment to computers each spring, summer and fall semester. Personalize and lock down client workstations utilizing Active Directory's Group Policy objects. Maintain steady software build on clients utilizing software tools such as Faronics Deep Freeze and GPO's. Configure network printers and deploy via Active Directory scripting. Triage, troubleshoot, and remedy mission critical issues related to classroom and campus technology effectiveness. Report to departmental leadership on a daily, weekly, and monthly basis regarding current and projected client needs, software/hardware issues, and needed mission critical support. From 2000-2015, supervised, scheduled, and directed work of up to eight hourly employees and ten work-study students. Managed fiscal budget of \$40,000 for departmental 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 in college instructional labs. Provided oversight and resolution, if needed. Assisted with planning, budgeting, purchasing, and coordination of large scale IT installations, primarily student computer labs, and associated infrastructure. Met regularly with campus leadership to develop IT strategic plan and configure technology replacement protocols. Focused on workflow issues to provide streamlined technology services to campus constituents based upon urgent and non-urgent operational issues. Monitored hardware workflow for warranty repair.

*Adjunct Instructor, Database Design • 2011*

Taught for-credit introductory courses in database design and implementation. Delivered course content in the online environment of Blackboard. Implemented student discussions of course content via the online chatroom format in Blackboard. Conducted assessment of key course material through non-test-bank questions. Developed strategies to align course material to student learning outcomes developed by tenured faculty and departmental mandates. Expanded student knowledge in both open source platforms of MySQL and proprietary database software such as Access as an overview for further exploration and implementation. Covered basic SQL queries and website database design.

### 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.