

# Norma Angelica Martinez Lagarda

1640 Maple Drive #26 • Chula Vista, CA 91911-5959  
(619) 729-6969 • nmartinezlagarda@gmail.com

## OBJECTIVE

Seeking a position with growth opportunity that will make good use of my high-level work ethic, strong customer service background and ability to multitask in a fast-paced environment.

## EDUCATION

2001-2007                      School: Instituto Tecnológico de Tijuana                      Tijuana, BC, MX  
Diploma: Ingeniería en Sistemas Computacionales/Computer Systems Engineering

1995-1998                      School: Centro de Bachillerato Tecnológico No. 146 (CBTis)                      Tijuana, BC, MX  
Diploma: Technician in fiscal accounting

## EMPLOYMENT HISTORY

September 2017-Present                      Cajon Valley Union School District                      El Cajon, CA

### *Extended Day Program*

- Assists students, individually or in small groups, with lesson assignments.
- Implements instructional learning activities for the purpose of improving students' academic, physical and social skills.
- Promotes good habits to improving the quality of student's outcome and encouraging student development.
- Maintains classroom equipment, work area, students' files/records for the purpose of ensuring availability of items and/or providing reliable information.

September 2017-Present                      Cajon Valley Union School District                      El Cajon, CA

### *Substitute Campus Aide*

- Supervises students at lunch time and/or play time and maintains a harmonious atmosphere.
- Enforce school and district guidelines for staff and student safety.
- Assists students with conflict resolution.
- Assess playground for security and conditions of equipment and reports concerns to principal.
- Reports disciplinary and other concerns to the building administrator and/or classroom teacher.
- Maintains safe environment for students at all times.

January 2007- April 2017                      Escuela Tecnica #49                      Tijuana, BC, MX

### *Dean of Discipline/Assistant Principal*

- Communication mediator between parents and teachers in regards to child's disciplinary action plan.
- Processed progress reports and overall academic status and uploaded it to parent portal.
- Experienced in high volume calls and answering questions regarding discipline policies and school related information.
- Administrative duties included entering/updating data on student profiles, managing and approving staff absences and vacation requests, and taught curriculum in various classes when professors were absent.
- Counseled minors and families on effects of drug and alcohol abuse and provided local agency information for treatment.

June 2004 - July 2005                      Grupo Libro Club Librería                      Tijuana, BC, MX

### *Warehouse database manager and sales associate*

- Facilitated sales of textbooks and collected payment on various school campuses.
- Ensured and monitored that adequate inventory was available for classroom use at beginning of school year.
- Entered sales statistics and payment records into company accounting ledger; bookkeeping.
- In charge of research and procurement on rare or locally unavailable books. Managed physical and computer database of inventory.

## SKILLS

Customer Service	Sales	Hardware Repair	Bilingual (Eng/Spa)
Data Entry	Microsoft Office	Software Installation	Office Administration
Money management	Adobe Photoshop		