

Misty Gonzales

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Objective

To obtain a position as an Instructional Technologist.

Summary of Qualifications

- Over eight years of customer service experience
- Able to troubleshoot a multitude of computer problems
- Experience in training end users on proper use to ensure optimal performance
- Successfully transitioned all High School faculty from Self-Service to Canvas
- Three years of experience in researching new technology and software
- Improved inter-department communications between Academics and technology staff
- Six years of budget and expense tracking experience
- CompTIA IT Fundamentals Certified
- Microsoft Office Specialist Certified in Access, Word, Excel, and PowerPoint
- Phi Theta Kappa Honor Society Member

Employment History

Academic Technologist

July 2016-Present

New Mexico Military Institute

Developed and implemented a new hands-on training program for all new cadets to enable them to properly use classroom technologies including the 1 to 1 laptop and Canvas. Trained teachers on proper integration of new technology into their curriculum and classroom. Provided training and assistance to all faculty to ensure that Canvas courses were successfully set up each semester.

Researched new technologies as needed to ensure hardware and software compatibility was met. Managed all Canvas tickets through completion and escalate them as needed. Relayed all Canvas communications to faculty within one business day including any downtime. Responded to all requests for training or support within two business days. Served as a liaison between faculty and technology support staff to help improve inter-department communication. Communicated with technology support staff when problems with the network or equipment interfered with classroom activities through resolution. Worked closely with faculty, staff, and the Division Technology Coordinators, to assure proper use of all technology equipment. Assisted the Computer Concepts instructor in the research, preparation, and use of technologies during regularly scheduled classes.

Administrative Assistant/Helpdesk Support

December 2012-July 2016

New Mexico Military Institute

Served as an office manager by assisting in assigning jobs, organized office functions, maintained helpdesk/on-call schedule, trained new staff on helpdesk operations, Answered, screened, and redirected calls to the correct department or staff member as needed. Ordered office supplies, computer hardware, and other needed equipment. Used budgets and accounting practices to make orders using an automated purchase order system. Used an automated purchase order system to receive items and indicate they are ready for payment. Tracked and entered transfers of fixed asset computer equipment in Access Database. Assisted users remotely with computer and printer problems. Provided support to Faculty and Cadets for the Learning Management System Canvas.

Helped students with problems registering for classes, submitting assignments, and logging in to online classes. Used Microsoft Access to create a database to track ink and toner purchases and handout. Tracked all cadet issued laptops to ensure each laptop has been returned prior to cadet departure. Assisted parents with logging in to view student grades in Self-Service. Entered advanced computer problems into the job request tracking system. Assisted cadets with installing office, registering devices on the network, connecting to network printers, and bios problems. Logged in any damaged computers by cadets for repair. Assisted staff and faculty with a wide variety of computer problems to include internet connection problems, email problems, telephone problems, trouble with desktop applications, problems with databases, and other problems. Updated Information Services department web pages using Contribute.

**Department of Health Office Assistant-Work-study
Eastern New Mexico University-Roswell**

August 2010-February 2012

Answered phones and transferred them to the appropriate staff member. Took messages and distributed them to the appropriate office. Greeted students and other visitors and directed them to the correct location. Was responsible for faxing, scanning, and copying of documents. Updated and maintained databases such as mailing lists, contact lists and client information for the department. Typed documents, reports, and correspondence for all offices within the department. Scheduled appointments and meetings between students and staff members. Assisted visitors with a variety of questions. Provided information to visitors about the variety of Health Care programs available at the college. Picked up mail from central mail location. Sorted and delivered mail to the appropriate person in the department.

**Aviation Operations Specialist
U. S. Army, Fort Riley, KS & Iraq**

August 2006 – March 2009

Processed cross-country and local flight clearances, including examination for conformance with flight rules and regulations. Prepared and maintained cross-country kits. Ensured the accuracy of flight plans. Coordinated flight plans with all related agencies. Maintained flight information on inbound and outbound flights. Monitor, with the proper agencies, overdue flights. Maintained current files on aircraft flying regulations and navigation information, such as Army, DOD and FAA regulations, DOD flight information publications (FLIPS), and aeronautical charts. Safeguards classified material. Encode, decode, and posts notices to airmen (NOTAMS). Interpreted and posted teletype weather reports. Maintained individual flight records and functional files. Maintained flight operations equipment in remote environments. Prepared and submitted operators meacoming, intrusion, jamming, and interference reports. Conducted daily communications checks with all subordinate units. Completed weather and fuel request. Maintained the status of 34 aircraft through communication with crewmembers and determined maintenance requirements.

**Flight Operations Specialist
U. S. Army, Soto Cano Airbase, Honduras**

June 2005 - August 2006

Processed cross-country and local flight clearances, including examination for conformance with flight rules and regulations. Prepared and maintained cross-country kits. Ensured the accuracy of flight plans. Coordinated flight plans with all related agencies. Maintained flight information on inbound and outbound flights. Monitor, with the proper agencies, overdue flights. Maintained current files on aircraft flying regulations and navigation information, such as Army, DOD and FAA regulations, DOD flight information publications (FLIPS), and aeronautical charts.

Safeguards classified material. Encode, decode, and posts notices to airmen (NOTAMS). Interpreted and posted teletype weather reports. Maintained individual flight records and functional files. Maintained flight operations equipment in remote environments. Prepared and submitted operators meacoming, intrusion, jamming, and interference reports. Conducted daily communications checks with all subordinate units. Completed weather and fuel request. Maintained the status of 34 aircraft through communication with crewmembers and determined maintenance requirements. Created a spreadsheet using Excel to track crewmember assignments in each company. Conducted alert of key personnel as necessary for several high-risk situations. Calculated more than 4,000 hours for 61 crewmembers during a 13-month period. Followed aircraft for over 90 hours to include over water and night flight time as part of a small team. Received commendable recognition for 91% without error rating in records and tracking members slotting.

Education

- Eastern New Mexico University
 - 1500 S Ave K, Portales NM, 88130, (575)-562-3668
 - Bachelor of Applied Arts and Science in Information Systems
 - Expected Diploma, December 2019 (GPA 3.48)
- Eastern New Mexico University Roswell, 2014-2017
 - PO Box 6000, Roswell, NM, 88203, (575)-624-7000
 - Associate of Science in Computer Applications and Support
 - Honors
 - Deans List
 - Phi Theta Kappa
- Danville High School, 2001-2005
 - 202 E. Fairchild Street, Danville, IL 61832, (217)-444-1500
 - Diploma