

## Education

California State University, Chico

Bachelor of Arts in Communication Design, Option in Media Arts

5/14

## Job Experience

Information Technology Consultant/ Student Manager CSU Chico, Chico, CA

1/15 - Present

- Service and maintain classroom technology including computers, projectors, monitors, and other equipment.
- Provide support for distance learning classrooms and ensure their successful operation.
- Manage, supervise and provide leadership to a team of student assistants.
- Author technical support documentation.

Instructional Technology Consultant/ Student Manager, CSU, Chico, CA

6/14/ -11/14

- Provided one-on-one support consultations with faculty members for various technologies.
- Managed, hired and provided leadership to a team of student assistants.
- Maintained, updated and serviced a computer lab with both Windows and Macintosh operating systems.
- Led Blackboard Learn training workshops for faculty and staff.
- Web Master for the Technology and Learning Program website.
- Authored blog articles, support materials and online tutorials.
- Performed skilled troubleshooting within the Blackboard Learn learning management system and other university supported software.

Student Assistant, California State University Chico, Chico, CA

10/13 – 5/14

- Empowered faculty to use university supported educational technologies.
- Expanded knowledge in customer service, client relationship communications and emerging education technologies.
- Used FootPrints ticketing system to resolve and track technical issues on a daily basis.

Videographer, Editor, California Olive Ranch, Artois, CA

9/11 – 1/12

- Produced a series of four marketing videos with over 3,000 views.

Videographer, Editor, The Orion Newspaper, Chico, CA

1/10 - 5/10

- Produced two videos per week using professional cameras, lights, tripods and microphones.
- Delivered quality material on a consistent timely manner and accumulated over 8,000 views.