# Commissioner Summary:

The position of Executive Director for NCBVI requires a dynamic leader who will be responsible for the annual evaluation and strategic guidance of the organization. The candidate will engage in comprehensive stakeholder communication, including consumers and staff, through public meetings, surveys, and correspondence. Proficiency in the Rehabilitation Act (WIOA) and other relevant regulations is essential. The Executive Director will play a crucial role in approving and overseeing rules, regulations, and policies, ensuring alignment with NCBVI's mission. Serving as a liaison between the public and NCBVI, the candidate will actively participate in organizational functions, fostering a collaborative environment. Responsibilities include receiving and monitoring agency reports and budgetary information, addressing inquiries from consumers and the public, and contributing valuable suggestions to enhance operational efficiency. Additionally, the Executive Director will develop and maintain a Commissioner Information Packet to support the onboarding and training of new Board Members.

In my role as Commissioner for the Nebraska Commission for the Blind and Visually Impaired (NCBVI), I have been entrusted with a diverse set of responsibilities that showcase my leadership and strategic planning abilities. My role involves extensive stakeholder engagement, fostering communication with consumers and staff.

# On-Site Manager:

During my tenure as Onsite Manager at Rocha Enterprises LLC from 2018 to 2020, I successfully oversaw all aspects of the dining facility's business and operations. In a leadership capacity, I resolved issues, fostered teamwork among staff, and implemented effective problem-solving strategies. I took charge of developing and reporting business documents, establishing standard operating procedures, and determining staffing needs, showcasing my strategic planning skills. Managing the day-to-day operations, I created and implemented weekly employee schedules, submitted payroll to human resources, and monitored employee activities, ensuring optimal performance. My responsibilities extended to overseeing ordering, inventory, and stocking of food and supplies, while analyzing reports to control costs efficiently. Adhering to ServSafe Manager sanitation practices, I maintained rigorous standards in food preparation, serving, and storage. Additionally, I played a pivotal role in evaluating employees' skills, addressing their needs, and fostering a supportive work environment. My proficiency in implementing technology, utilizing JAWS and ZoomText, streamlined business operations, and my effective communication with teaming partners, military personnel, and state agencies contributed to the overall success of the facility.

As Onsite Manager at Offutt USSTRATCOM Deterrence Diner (2018-2020), I wore many hats as a leader, planner, problem-solver, and team builder. I managed the dining facility, ensuring smooth operations through strategic scheduling, budgeting, and employee development. By implementing effective procedures, I optimized staff performance and maintained a supportive environment for both staff and clientele. I led with a focus on efficiency, collaboration, and guest satisfaction, contributing significantly to the facility's success.

# Technical Support:

In my role as a Senior Support Technician/Sales at Aldelo LP in Modesto, CA, from 2005 to 2014, I excelled in providing advanced support and troubleshooting for point-of-sale, payment processing, and enterprise management software. Leveraging my bilingual proficiency in English and Spanish, I offered comprehensive assistance to customers worldwide through phone, email, and remote software channels. My responsibilities included ensuring the stability testing of Aldelo Software, testing and certifying hardware, and managing customer and reseller accounts. I played a key role in translating documentation from English to Spanish, broadening accessibility for a diverse customer base. Additionally, I actively contributed to sales efforts and the recruitment of resellers. As part of my commitment to knowledge sharing, I undertook the training of new employees on software and hardware, documenting cases and ensuring a seamless onboarding process. Utilizing assistive technology, such as ZoomText, further enhanced my ability to perform job duties and facilitated educating employers and co-workers about assistive technology solutions.

At Aldelo LP (2005-2014), I was a bilingual support tech. I mastered the art of supporting and troubleshooting the point-of-sale and enterprise software, tackling challenges for customers worldwide in English and Spanish. From stability testing and hardware certification to account management and documentation translation, I ensured smooth operations. I extended my knowledge by training new employees, sharing my expertise through clear documentation, and even educating others about assistive tools like ZoomText and JAWS.

# Education Journey:

## UNO

My current academic pursuit at the University of Nebraska Omaha since 2020 has been focused on achieving a Bachelor of Science in Management Information Systems (MIS). This program has been instrumental in teaching me the skills to leverage technology to solve complex business challenges. The curriculum, coupled with hands-on experiences, has provided me with a solid foundation in information systems, database management, and technology-driven decision-making. As I approach the completion of my bachelor’s degree, I am eager to apply the knowledge and expertise gained during my academic journey to contribute effectively in a professional setting. The University of Nebraska Omaha has played a pivotal role in shaping my analytical mindset and strategic thinking, making me well-prepared for the dynamic landscape of management and technology integration. I am excited about the prospect of bringing my MIS background to a challenging and rewarding professional role.

## California State University, Stanislaus, Turlock, CA 2002-2004

Bachelor of Science, Business Administration/Management

My academic journey at California State University, Stanislaus, from 2002 to 2004, attained a Bachelor of Science in Business Administration with a focus on Management. This educational experience laid the foundation for my in-depth understanding of business principles, strategic management, and leadership skills. The program at CSU Stanislaus not only equipped me with a comprehensive knowledge of business concepts but also promoted a strong sense of adaptability and resilience in dynamic professional environments. My bachelor’s degree from CSU Stanislaus reflects my commitment to continuous learning, strategic thinking, and a strong foundation in business management.

## At Columbia Junior College (1998-2002)

Associate of Science, Business AdministrationAssociate of Arts, Liberal Studies

During my time at Columbia Junior College from 1998 to 2002, I pursued and successfully attained an Associate of Science in Business Administration and an Associate of Arts in Liberal Studies. This educational foundation has been instrumental in shaping my analytical and critical thinking skills, providing me with a well-rounded understanding of both business principles and liberal arts disciplines. The combination of these degrees reflects my commitment to a holistic approach to problem-solving, effective communication, and a comprehensive understanding of diverse perspectives. The knowledge and skills acquired during my academic journey at Columbia Junior College have significantly contributed to my professional development, equipping me with a versatile skill set that I bring to every endeavor.

Columbia Junior College (1998-2002) fueled my passion for diverse knowledge and critical thinking. Earning dual Associate degrees in Business Administration and Liberal Studies instilled in me a unique blend of analytical expertise and nuanced understanding of the human experience. This synergy shapes my approach to problem-solving, allowing me to navigate challenges with both rigor and empathy. From business principles to diverse perspectives, my Columbia education provided a versatile foundation that I leverage in every pursuit.