

Miguel Rocha

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SKILLS

- **Tools:** JAWS, ZoomText, Microsoft Office, Python, Django, HTML, CSS, Bootstrap, and GitHub.
- **Network:** Networking Principles, Networking Troubleshooting, & Firewall.
- **Professional Competencies:** Customer Support, Communication, Cross-Functional Collaboration, Call Center-Style Support, System Troubleshooting, Issue Triaging, Ticket Resolution, Training Material Development, Technical Documentation, Staff Software Training, and Validation Testing.
- **Bilingual:** English & Spanish.
- **Certifications & Training:** Certificate System Development (University of Nebraska Omaha – Dec 20, 2024), JAWS 2020 Certification (Freedom Scientific, Jan 29, 2020).
- **Technical Portfolio:** [Link to All My Projects](#)

EXPERIENCE

NEBRASKA COMMISSION FOR THE BLIND & VISUALLY IMPAIRED

Lincoln, NE

Commissioner

Jan 2023 – Current

- Influenced agency governance and ensured regulatory compliance by approving organizational policies, rules, and regulations critical to effective service delivery for blind and visually impaired Nebraskans.
- Provided executive oversight and strategic direction as a Board Commissioner.
- Contributed to agency accountability and performance by participating in the annual evaluation of the Executive Director, ensuring alignment with NCBVI's strategic objectives.

WGS CONSULTING & INVESTMENTS

Bellevue, NE

Dining Facility Operations Manager

Jul 2017 – Apr 2020

- Led facility transformation & high-volume operations; implemented POS systems reducing transaction time to 20 seconds.
- Developed business plans & SOPs; analyzed financial & operational data, achieving 5% cost reduction, 7% cost control, and 10% waste reduction.
- Negotiated contracts resulting in 6% supply cost savings; ensured 97% regulatory compliance; streamlined operations via stakeholder communication (10% efficiency increase).

ALDELO L.P.

Modesto, CA

Senior Technical Support & Sales

Jan 2005 – Apr 2014

- Leveraged JAWS & ZoomText to enhance job performance and educate colleagues on assistive technology.
- Provided advanced support and troubleshooting for point-of-sale software and payment processing, resolving an average of 30 support tickets per day with a customer satisfaction rating of 95%.
- Conducted manual stability testing and reducing software issues and increasing overall system reliability.
- Tested and certified POS hardware, achieving estimated 20% reduction in hardware-related support calls.
- Translated technical documentation from English to Spanish, improving sales by an estimated 20%.
- Trained new employees in Aldelo software, POS hardware, troubleshooting techniques, and customer service.

CSU STANISLAUS

Turlock, CA

Computer Science Lab Assistant

Aug 2003 – Jun 2004

- Assisted students with troubleshooting software/hardware issues in computer lab settings.
- Maintained and optimized IT systems to ensure lab-wide functionality.

PROJECTS

RETRIEVAL-AUGMENTED GENERATION (RAG) CHATBOT: [Link to Project](#)

Nov 2024 - Jan 2025

- Implemented a RAG chatbot using **Django** that delivers real-time responses to inquiries about projects and skills, resulting in an estimated 10% increase in interaction.
- Developed a responsive IT portfolio website using **Django**, **HTML**, **Bootstrap**, and **CSS**, featuring resume viewing, project exploration, and dynamic content delivery, leading to an 18% boost in engagement.
- Optimized navigation and backend performance, reducing estimated average navigation time by 25% and enhancing overall site performance by 15%.

USER ACCOUNT: [Link to Paper](#), [Link to Site](#) (Username: technology, pw: Pass@1234) Aug 2023 - May 2024

- Developed and implemented a secure user authentication system using **Django**, **Bootstrap**, **HTML**, and **CSS**, ensuring regulatory compliance and estimate to reducing authentication process time by 50%.
- Coordinated comprehensive project documentation, including risk management plans, scope statements, and workflow structures, ensuring clear milestones and stakeholder alignment, relevant to IT SDLC.
- Implemented authentication logging to track login/logout timestamps, estimate to improve security monitoring response times by 10%.
- Developed a **Django**-based profile management system with automated image resizing, estimate to reduce page load times by 15%.

MOVIE DATA ANALYSIS: [Link to Project](#)

Jan 2023 – May 2023

- Analyzed a dataset of nearly 10,000 movie entries spanning a century to uncover key performance trends, utilizing **Excel** and **R Studio** to extract insights on revenue and ratings.
- Employed linear regression to assess the influence of budget on quality ratings statistically demonstrating ($p > 0.05$) that budget alone does not predict a film’s critical success.
- Developed and validated decision tree models that achieved classification accuracies in the 48–50% range, surpassing the no-information rate and highlighting the complexity of predicting movie ratings.

EDUCATION

UNIVERSITY OF NEBRASKA OMAHA

Bachelor of Science in Management Information Systems

Omaha, NE

Aug 2020 – Dec 2024

CALIFORNIA STATE UNIVERSITY, STANISLAUS

Bachelor of Science in Business Administration; Minor in Management

Turlock, CA

Aug 2002 – Jul 2004

COLUMBIA COLLEGE

Associate of Science in Business Administration; Minor in Management

Sonora, CA

Aug 1998 – Jun 2002

VOLUNTEER EXPERIENCE

NEBRASKA CAREER MENTORING PROGRAM

Mentor

Scottsbluff, NE

Apr 2018 – Apr 2019

- Coordinated with the National Federation of the Blind and the Nebraska Commission of the Blind and Visually Impaired to mentor 3 mentees
- Empowered mentees to achieve skills, education, and career goals while promoting independent living and working