

Miguel Rocha

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Resume/Portfolio Website: <https://www.conqueringtechnology.com>



OBJECTIVE

My objective is to pursue an information technology opportunity for an internship or full-time position that enables me to apply my academic knowledge and skills acquired throughout my education journey in a professional environment. Scan the QR Code above or click on the link <https://www.conqueringtechnology.com> to visit my resume/portfolio website and know more about me, view a digital version of my resume, download additional copies of my resume, and interact with my personal projects.

PROFESSIONAL EXPERIENCE

Commissioner, Nebraska Commission for the Blind & Visually Impaired **2023-Present**

- Employing an Executive Director for NCBVI
- Annually evaluate the Executive Director
- Provide guidance to the Executive Director in carrying out the mission of NCBVI
- Seek input from both consumers and staff through public meetings, correspondence, surveys, etc.
- Approving rules, regulations and policies adopted and promulgated by NCBVI
- Have a working knowledge of the Rehabilitation Act (WIOA), rules and regulations, and other materials necessary for the operation of NCBVI
- Serve as a liaison between the public and NCBVI
- Attend and participate in NCBVI functions whenever possible, meeting with the entire staff as often as feasible
- Receive both written and in-person agency reports and budgetary information and monitor processes
- Answering questions from consumers, NCBVI employees and the public about
- NCBVI programs, processes, policies, and procedures, seeking input from appropriate staff to provide accurate and up-to-date information
- Make suggestions and recommendations to NCBVI that will improve its operation and that will lead to better services for its consumers
- Develop and maintain a Commissioner Information Packet that will facilitate the training of new Board Members

Onsite Manger, Rocha Enterprises LLC

2018-2020

Dining Facility Manager, WGS Consulting & Investments, Ashland NE

2017-2018

My role and duties in these two locations were the same. In 2017-2018 I was an

employee of WGS Consulting & Investments. In 2018-2020 I was a subcontractor for WGS Consulting & Investments.

- Oversees business and operations of dining facility
- Lead the staff to problem-solving by performing teamwork
- Developed and reported business documents
- Developed/implemented standard operations procedures
- Managed staffing decisions and determined dining facility staffing needs
- Developed weekly employee schedules
- Submitted payroll to human resources
- Monitored employees' activities and duties
- Oversees ordering, inventory, and stocking of food and supplies
- Analyze reports to control food costs, labor, and overhead costs
- Followed ServSafe Manager sanitation practices, including food preparation, serving, and storage procedures
- Submitted proper documentation to the military in a timely manner
- Evaluated employees' skill levels and identified training needs
- Worked with the Teaming Partner and staff, educating them on blindness and the abilities of blind individuals
- Communicated with Teaming Partner, military personnel, and state agency regarding facility performance
- Set up and implemented necessary technology (hardware, software, internet, and communication) using JAWS and ZoomText

Senior Support Technician/Sales, Aldelo LP, Modesto, CA **2005-2014**

- Advanced support & troubleshooting of point of sale, payment processing and enterprise management software through phone, email, and remote software to worldwide customers in English & Spanish
- Insured stability testing of Aldelo Software
- Tested & certified hardware
- Managed customers & re-seller accounts
- Translated documentation from English to Spanish
- Performed sales and recruit of resellers
- Training of new employees to learn the software and hardware of the job
- Documented cases of customers
- Utilized ZoomText for my job duties that allowed me to educate the employer and co-workers about assistive technology

Sales Associate, RadioShack Video & Electronics, Sonora, CA **2004-2005**

- Executed customer service through answering phones & on the floor sales
- Performed cashier duties
- Janitorial duties

Computer Science Lab Assistant, CSU Stanislaus, Turlock, CA **2003-2004**

- Assist students with lab work
- Maintain/clean computers & computer lab

Bag Porter, Inn of California, Sonora, CA **2001-2002**

- Organized, removed and returned baggage from the bus and rooms
- Accountable for the baggage to be distributed to the correct rooms
- Stocked & inventoried merchandise for entire store

Custodian, Jamestown Youth Center, Jamestown, CA **1997-1998**

- Maintained & cleaned office, bathroom, entertainment room, and parking lot

CERTIFICATION & EDUCATION

University of Nebraska Omaha, Omaha, NE Bachelor of Science, Management Information Systems	2020-Present
California State University, Stanislaus, Turlock, CA Bachelor of Science, Business Administration/Management	2002-2004
Columbia Junior College, Columbia, CA Associate of Science, Business Administration Associate of Arts, Liberal Studies	1998-2002
Freedom Scientific JAWS 2020 Certification	2020
Hadley Institute for the Blind and Visually Impaired, Winnetka, IL Entrepreneur of Excellence Certification Business Enterprise Program	2017-2019

VOLUNTEER EXPERIENCE

I was a mentor from April 2018 - April 2019, of the Nebraska Career Mentoring Program that is a coordination between the National Federation of the Blind and Nebraska Commission of the Blind and Visually Impaired. My goal was to reach out to my 3 mentees and make a positive impact in their lives by achieving skills, education, and career goals and live and work independently.