

Miguel Rocha

814 W 26th St

Scottsbluff, NE 69361

Mobile: (308) 225-2772

miguelrocha@conqueringtechnology.com

Personal Website: <https://www.conqueringtechnology.com>



OBJECTIVE

My objective is to pursue an information technology opportunity for an internship or part-time position for the upcoming summer of 2024 that enables me to apply my academic knowledge and skills acquired throughout my education journey in a real-world professional setting. Scan the QR Code above or click on the link <https://www.conqueringtechnology.com> to visit my personal 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**

- Employ 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.
- Approve 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.
- Answer 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**

- Oversees business and operations of dining facility
- Resolved problems with leadership
- Lead the staff to problem-solving by performing teamwork

- Developed and reported business documents
- Developed/implemented standard operations procedures
- Determined dining facility staffing needs
- Developed weekly employee schedules
- Submitted payroll to human resources
- Monitored employees' activities and duties
- Oversees ordering, inventory & stocking of food & supplies
- Analyze reports to control food costs, labor, and overhead costs
- Follow ServSafe Manager sanitation practices, food preparation, food serving and food storage procedures
- Submit proper documentation to military in a timely manner
- Evaluate the present level of skills of employees and what they are capable of performing and their needs of performing their duties
- Working with the Teaming Partner and staff and educating them about blindness and the abilities of blind individuals
- Setup and implemented the necessary technology for the business (hardware, software, internet, and communication) by using JAWS and ZoomText
- Communicated with Teaming Partner, military personnel and state agency regarding the performance of the facility

Dining Facility Manager, WGS Consulting & Investments, Ashland NE

2017-2018

- Oversees business and operations of dining facility
- Developed and reported business documents
- Developed/implemented standard operations procedures
- Determined dining facility staffing needs
- Developed weekly employee schedules
- Submitted payroll to human resources
- Monitored employees' activities and duties
- Oversees ordering, inventory & stocking of food & supplies
- Analyze reports to control food costs, labor, and overhead costs
- Follow ServSafe Manager sanitation practices, food preparation, food serving and food storage procedures
- Submit proper documentation to military in a timely manner
- Evaluate the present level of skills of employees and what they are capable of performing and their needs of performing their duties
- Working with the Teaming Partner and staff and educating them about blindness and the abilities of blind individuals
- Setup and implemented the necessary technology for the business (hardware, software, internet, and communication) by using JAWS and ZoomText
- Communicated with Teaming Partner, military personnel and state agency regarding the performance of the facility

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

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.