

Larry Valenzuela

Objective: Senior Director of Information Technology Services and Support

I bring over 18 + years of IT work experience in providing student data support, cybersecurity support, laptop, desktop, and training support, software support, network support, server support, & web design & web content filtering support.

Experience

9/30/2021 – Current (1 years + 2 months) – Technology and Data Coordinator

Darnall Charter School - 6020 Hughes Street, San Diego, CA 92115

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| <ul style="list-style-type: none">➤ Managing the Aeries and Illuminate Student Information Systems (TK -8th grade) for inputting / configuring, and updating class schedules, report cards, gradebook, standard based grades, configuring admin, staff permissions.➤ Successful IT Projects acquired and will be implemented through June 2023:<ul style="list-style-type: none">* Erate Approval (New Infrastructure Upgrade / Ruckuss Wireless Access Points, Cabling, Fortinet Firewall)* Will upgrade our Cox Internet from 1GB to 3GB (December 2022)* Purchased 200 new google chrome books to support cloud applications (I-Ready, Moby Max, IXL, Google Classroom, TK-8th grade teachers)➤ Supported Teachers (TK - 8th) grade their email, classroom technology (promethean boards, network laser jet printers, fix ladybug docucams, internet, wireless access points, google classroom)➤ Managed Aeries Parent Portal and Student Portal accounts (enabled permissions to view); attendance, grades, students progress reports; compliant with FERPA law. | <ul style="list-style-type: none">➤ Manage Devices (Mac, Windows, Mobile Devices, Ipads, and Google Chrome books); worked on IT policies to preserve IT, student data / privacy; Managed Securly for Web Content Filter (be compliant with Children's Internet Protection Act)➤ Provided user support for Google Admin Console (add google chrome book devices, reset passwords); supportfor Gmail, Google Classroom, DLP, and Google Vault➤ Worked with Edlio Website Team: Successfully updated Darnall Charter School Website (August 2022)➤ Parent Square (provide school wide info) Worked with Clever (Single Sign On); know how to filter data for teacher, classrooms, create apps icons for teachers to access➤ Supported Leadership Team with CAASPP testing (ELA, Math, and Science) in configuring chrome books to be ready for testing (Air Secure Browser).➤ Assisted HR in fixing Time Management or Absence Management IT Issues (knowledgeable in FrontLine online system\)➤ Uploaded assessment data scores in Aeries SIS; I-Ready, ELPAC, and CAASPP State data |
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Supervisory Experience - Supervised 1 computer technician employee (reviewed work hours and approved time sheets) using FrontLine Online System and did performance evaluations at the end of the year.

IT Support / Training Support / Testing Support Experience - Managed IT Help Desk
 (Google Form) to manage IT work requests to support teachers staff, admin; and provided usersupport in using Cisco Phones (voice over IP) to reset voicemail accounts, deploy phones, configure them to support classrooms and offices.

1/31/2019 - 7/08/2021 (2 years) – IT Administrator for Mission Vista Academy /
 13915 Danielson Street. Suite #100 Poway, CA 92064

<ul style="list-style-type: none"> ➤ Managed Web Content Filter using Cisco Umbrella for three South Schools sites (MVA, CPA, PCA) ➤ Manage Cyber Security Reports, Investigated and Identified Security Threats (Malware, Ransomware, Phishing, Trojan, Cryptomining) , Manage App Discovery and Control, ➤ Manage Google Admin DLP Rules for three schools to prevent security breaches (personal identifiable information/ pii or financial risk (FERPA and COPPA compliant). ➤ Managed, kept track of documenting our efforts in IT Security History Timeline 	<ul style="list-style-type: none"> ➤ Manage Network locations, Devices (Windows, Macs, Mobile Devices, Ipads, and Googlehrome books), ➤ Manage Curriculum websites to allow or block sites to be compliance with Children’s Internet Protection Act (K- 12) ➤ Cross trained teachers and staff on raising awareness on FERPA best practices for preserving privacy, student data, and data security. ➤ Managed Bay Alarm security and PDK App (create accounts and manage permissions). ➤ Successfully implemented the Infosec Security Awareness Training Program and Phishing Simulations to deploy risk assessment on educating staff on raising awareness phishing emails and data security on this. ➤ Manage Surveillance Bay Alarm Cameras (7) to provide oversight and support when called upon ➤ Successful technology projects implemented for three school sites (2019-2021): Web Content Filter, Google DLP, Infosec Security Awareness Training, and Phishing Simulations.
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Supervisor Experience - Supervised three MVA employees and did their time sheets and performance evaluations (2 IT support specialist and 1 Dev Ops)

IT Support / Training Support / Testing Support Experience

- Managed IT Help Desk (Zammad) to manage IT work requests and assigned tasks to techs
- Provided user support for Microsoft Azure Active Directory (add windows devices, reset passwords); Provided usersupport for Microsoft Intune for Education
- Provided usersupport in using Jamf to keep track of Mac devices, wipeout or re-provision; Experience using Vitxi Web RTC or 8x8 Global Cloud Communications (voice over IP) to create accounts

8/4/2014 - 9/30/2018 (4 Years working) IT Support Specialist & Character Development Coordinator
 Imagine School at Imperial Valley- 1150 North Imperial Avenue, El Centro, CA92243 Note: Position closed due to a business decision in September 20, 2018.

<ul style="list-style-type: none"> • Provided technology, desktop, hardware, network and software support to end users in their laptops and desktops in (Windows 	<ul style="list-style-type: none"> • we have setup the school's K12USA (Firewall block & filters non-educational websites);
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<p>10, 8 or 7; Mac, iPad and Google Chrome books (Google Classroom & Google Admin).</p> <ul style="list-style-type: none"> Supported two Imagine Schools; El Centro (supported a student population of 940 students, 40 teachers and 30 staff). I've the responsibility of maintaining, supervising, and directing a server room that consisted of a Dell R530 PowerEdge (Main Server that has Windows 2012 Server R2 installed). Maintained the Active Directory / add PC's to domain/ users / reset passwords; create Paragon Drive backups, 1 Terabyte hard drives; 1 Cisco 881W Series Switch (Spectrum Internet to the campus), 9 HP E3800 POE Gigabit Switches (supports all data ports to provide internet to classrooms and voice over IP phone (Polycom) connections to offices Professional Development (2014-2018) in educating teachers on Power School Grades 	<ul style="list-style-type: none"> managed a VI Monitor Video (surveillance system) Server software to oversee 17 surveillance cameras installed to support campus wide safety (have provided videos and snapshots of incidents to El Centro) to support the safety of the students and staff. The successful technology trainings that I have cross trained teachers have been the *Google Classroom(2018), Acellus (2018) online intervention program K-8th grade, Hapara (2018) online platform we can monitor students Supported google chromebook devices on Smarter Balance Tests using the Air Secure web browser(2014-2018); know how to prepare resourceful handouts to educate or cross train employees in technology. Worked with Help Desk systems School Dude and Happy fox (IT Work request)
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2/23/2004 - 7/1/2012 - 8 years working / Information Technology Support Specialist- Imperial Valley College 380 Aten Rd. Imperial. CA 92251 (6 years in IT and 2 years in HR). Note: Got laid-off due to lack of funding: 7/19/2012

My responsibilities were to administer, maintain and provide user support on the Web Service Desk (processed work requests to users, cross trained faculty and staff in Microsoft Office 2003/2007 /2010 software for increasing employees computer literacy skills

2012 - 2022 - 11 years / Associate Faculty for University of Phoenix - 9645 Granite Ridge Dr, San Diego, CA 92123 /teaching higher education classes part-time in the evenings 1 (844) 937-8679 - I've taught classes in higher education for 9 years (2012-2023) for the University of Phoenix as an Associate Faculty in El Centro and San Diego in the following classes:

- Teach BIS/221 - Students learn to apply Microsoft® Office 365 in Outlook, Word, Excel, PowerPoint, Streamline and Sway tools including word processing, spreadsheet, and presentation software to accomplish business objectives. Other topics include uses of application software and the Internet for effective problem solving, exploration of relevant emerging technologies, and how information is used across different industries.
- Teach CIS/207 - Information Systems Fundamentals; students learn about the fundamentals of computer systems and the role of information systems in today's business environment. An overview is presented of information systems, systems development, operating systems, and programming, database management, networking and telecommunications.
- Teach BSA/375 - students learn the fundamental, logical, and design considerations addressed during system and application software development. It provides a solid background in information systems analysis and design techniques through a combination of theory and application. The Systems Development Life Cycle (SDLC) will be fundamental to the course (learn about Waterfall-define control systems and Agile-empirical control systems - two Methodologies), Forms, Section 508, and Surveys.
- Teach HUM/115 - This course provides students to learn how to think critically, focusing on developing the necessary tools and skills to analyze problems, make decisions, and formulate well-supported points of view on key academic, social, and professional issues.

Skills - Customer service oriented, Team Player, Resourceful, work well under pressure, analytical in developing and revising academic, technology and emergency policies, competent, and goal oriented. Knowledgeable in TCP/IP configuration, assigning and configuring IP addresses, command lines such as: Ping (determine whether the remote machine (website, server, etc.) can receive the test packet and reply., Ipconfig (shows detailed information about a network you are connected to, others: Tracert, ARP, Netstat Nbtstat, Route, Hostname, Pathping, and Netdiag.

Software-

Proficient in Clever Single Sign on, I-Ready, MobyMax, IXL, Aeries Student Information Systems, Illuminate, Educlimber, FrontLine Time and Attendance, FrontLine Absense Management System, Windows 10, Windows 7, and Windows 8 Proficient in software such as: MS Office 2019, Microsoft Office 365, Microsoft 2016 (Word, Excel, PowerPoint, Access, Outlook, Publisher, Sway, Streamline), Dream weaver CSS, Flash CSS, and Adobe Acrobat Professional 11, Windows Server 2012 and 2008, Microsoft Exchange 2010, Camtasia Studio (develop software training videos/audio simulation files), Adobe Captivate (record tutorial video/audio files, Web browsers compatible: Google Chrome, Mozilla Firefox and Safari (Mac); and Symantec Antivirus. ShoreTel, Polycom.

Hardware - Hardware Proficient in working with Dell Server, HP switches, voice over IP phone systems using (ShoreTel and Polycom phones); maintaining switches, routers (HP or Cisco) switches in establishing network, internet connections, and wi-fi access point connections (Aerohive, and Cradle Points).

Education

2006 - 2009 Earned my M.A. Degree in Public Administration from SDSU-IV Campus

2003 -2006 Earned my B.A. Degree in Public Administration from SDSU-IV Campus

1996 - 2006 Earned my A.S. Degree in Business Administration from IVC

1996 - 2002 Earned my A.S. Degree in Public Administration from IVC

1996-1992 Earned my Calexico High School Diploma from Calexico

Certificates

Summer 2021 – Recognition Award for being the top 500 Faculty for the University of Phoenix

References

Angie Fisher – Associate Director of Programs and Assessment (Leadership Team) / Retired Supervisor
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