Joey García

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Education

Master of Arts, Organization, Information & Learning Sciences   **May, 2021**
Concentration in eLearning
The University of New Mexico
  Course work: The Adult Learner, Instructional Design, Training Techniques, Program Evaluation, Theory
  and Practice of Organizational Learning, Cross Cultural Issues in Adult Learning, eLearning Course Design.

Bachelor of Arts, Media Arts   **May, 2000**
The University of New Mexico
  Course work: Video Techniques in Education and Training, Studio Art: Two-Dimensional Design, Drawing,
  Painting, and Advanced Photography.

Associate of Arts, Liberal Arts   **Apr, 1992**
Central New Mexico Community College

Additional Studies
Computer Information Systems   **Jan, 2001 – Dec 2003**
Central New Mexico Community College
  Multimedia courses: Video Editing Production, Adobe: Photoshop, Illustrator and After Effects

eLearning Consulting

Internship, Career and Professional Development Programs   **Sept, 2020 – May, 2021**
Anderson School of Management
The University of New Mexico
- Developed intervention for the Practical Project Management program based on needs analysis
  to promote an engaging online learning environment.
- Deliverables included restructured online file system, guide to online social presence, team
  assignments based on diversity and assigned roles to promote collaborative learning, facilitated
  intervention implementation.
- Evaluation showed increased participant satisfaction collaborating with peers based on
  qualitative observations and quantitative surveys analysis.

Employment

IT Tech Support 2, Information Technologies   **Aug, 2019 – Present**
The University of New Mexico, Albuquerque, NM
- Support faculty, participants, monitor on-campus classroom/online synchronous instruction.
- Collaborate on user documentation, train faculty and staff in video conferencing techniques.
- Aide in hybrid classroom equipment installations on the main campus to promote online learning.
- Respond to user technical support requests by email, phone or synchronous meeting based on Cherwell
  service management ticketing system.

Videographer, Academic Technologies, Information Technologies   **Dec, 2003 – Aug, 2019**
The University of New Mexico, Albuquerque, NM
- Operated emerging technologies in support of classroom and online synchronous instruction.
- Provided technical support in academic setting to faculty, participants, and student employees.
- Responded to technical irregularities, documented, and reported to leadership and support staff.

Coordinator, Inventory Control, Gift & Clothing, UNM Bookstores **Jun, 2019 – Aug, 2019**
Inventory Control Clerk, Gift & Clothing UNM Bookstores   **Dec, 2003 – Jun, 2019**
The University of New Mexico, Albuquerque, NM
- Negotiated product delivery, designed thematic artwork with vendors and managed asset allocation.
- Aided in promotional material development for target audiences and event support like *Game Day Fridays, Grad Fair* and *UNM Commencements.*
- Coordinated event logistics ensuring success through training and collaborative customer service.

Audio Visual Technician III, Instructional Media Resources   **Feb, 1992 – Aug, 1997**
Central New Mexico Community College, Albuquerque, NM
- Trained staff in event service and technical support, purchased, managed inventory and budgets.
- Developed services, informational materials, ensured continuity with target audience and client needs.
- Collaborated on reports, survey evaluations, and grant proposals to expand budget and services.
- Awards: First Place, Association of Professional Videographers, Best Corporate/Industrial Productions 1996, The Puente Project, and The Art & Science of Retail Baking, Silver Certificate for TVI Admissions Video

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Volunteer Work

Docent, Visual Arts Museum & Performing Arts Theatres   **Aug, 2000 – Aug, 2009**
National Hispanic Cultural Center, Albuquerque NM

- Greeting diverse audiences, promoted inclusive learning of arts and culture.
- Cultural event support, assisting local artists in teaching arts and crafts.

Key Skills, Knowledge & Abilities

- Conceptual design, project development, intervention implementation and facilitation.
- Mentoring, training adult learners in technical, educational, and organizational settings.
- Foster humanized collaborative online learning experience for diverse audiences.
- Learning Management Systems administration, course design on Moodle.