

# Lynn Dixon-Gonzales

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## Education

### MASTER OF EDUCATION | FEBRUARY 2017 | WESTERN GOVERNORS UNIVERSITY

- Major: Learning and Technology

### BACHELOR OF ARTS | JULY 1985 | KINGSTON UNIVERSITY

- Major: German and Political Science
- Minor: Economics

### TEACHING CERTIFICATIONS

- Certified to teach Technology Applications Grades (EC-12), Generalist Grades (4-8), Social Studies Grades (8-12), Special Education Grades (EC-12)

### INDUSTRY CERTIFICATIONS

- Microsoft Innovative Educator Trainer and Microsoft Certified Educator
- Microsoft Office Specialist in Word 2013, Excel 2013 and OneNote 2013
- Intel Teach to the Future

## Skills & Abilities

### MANAGEMENT

- I have proven management experience; I directed a team of 3 three technical managers and their teams at different U.K. locations.
- Currently, I work with all staff members and students to ensure that they have the appropriate technology available to meet their needs and to provide training, where necessary. I also identify technology needs and make budgetary recommendations.

### COMMUNICATION

- I have extensive experience in communicating with internal and external customers in face-to-face, via telephone and online environments.

### LEADERSHIP

- I have represented the interests of my employer and department at industry fora and on internal committees. I have played an integral part in the development of new products and services in both project management and training roles.

### SOFTWARE SKILLS

- Microsoft, Mac and iOS operating systems
- Microsoft Office 365, Word, PowerPoint, Excel, Publisher, Access, OneNote, Classroom, Sway, Visio, and Project
- Business Objects database software
- Adobe Creative Suite
- Promethean ActivInspire

## Experience

### **INSTRUCTIONAL TECHNOLOGY FACILITATOR/TEACHER | EDGEWOOD ISD | AUGUST 2006 - PRESENT**

- Developing and providing technology-related face-to-face and online instruction for students, teachers, and parents
- New product and device rollout, configuration, training, and support
- Supporting faculty in the use of TxGradebook, iTTCs, Pinnacle, Eduphoria products Office 365 and other district initiatives
- Researching resources for technology integration and implementing these on campus
- Keeping pace with current and emergent trends in educational technology
- Assisting teachers in planning technology-related classroom instruction and designing activities around curriculum objectives, technology related TEKS, ELPS, and student learning styles
- Modeling technology integration in the classroom
- Co-teaching with classroom teachers on technology integration projects
- Administering technology pre-tests and facilitating teacher web portfolio development
- Campus-wide cyber safety training
- Sound knowledge of COPPA, CIPA, FERPA and WCAG
- Equipment inventory, research, and analysis of future technology needs
- Special research interests in blended learning

### **CUSTOMER HELPDESK SUPPORT ANALYST | LOCKHEED MARTIN IT | APRIL 2004 - AUGUST 2006**

- Tier 1 and 2 support for Military Health Systems (MHS) Helpdesk
- Troubleshoot, instruct and guide users with software, system installation and application issues via telephone

### **HEAD OF NETWORK STRATEGY | TELEWEST BROADBAND | AUGUST 1996 - MARCH 2003**

- Directed a team of 3 technical managers at different locations
- Project managed new products and services
- Developed training and technical manuals
- Presented technical materials to internal and external customers
- Developed and tested new information systems
- Represented company interests at industry fora

### **MEDICAL UNDERWRITER/DEPARTMENTAL TRAINER | BRITISH UNITED PROVIDENT ASSOCIATION | AUGUST 1988 - JUNE 1994**

- Medical underwriting for private medical insurance
- Training medical underwriters

### **MEDICAL INTERPRETER | TRANSCARE INTERNATIONAL | FEBRUARY 1986 - AUGUST 1988**

- Obtaining medical reports, interpreting and translating medical information for doctors when U.K. based patients needed medical treatment abroad
- Organizing medical repatriations for patients either by land and sea or by air, including air ambulance

## Professional Organizations

- Texas Computer Education Association (TCEA)
- International Society for Technology in Education (ISTE)
- Microsoft Educator Community