

MONICA GUERRERO-VAZQUEZ

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PROFILE

My goal is to create systems and services that improve technology interactions between organizations and users. I am an experienced web systems analyst front and back-end at international, public and private organizations. I am qualified in designing information systems, skilled and strongly interested in the state-of-the art web design environments, database design and programming technology to create effective information systems solutions. I have outstanding interpersonal and communication skills at technical and non-technical organizational levels. With effective oral and written communication strengths in both Spanish and English. My experience reinforced my problem solving and managing abilities to work as part of a team and independently. I connect my professional skills with social initiatives I create and participate at. My objective is to be part of an innovative and enthusiastic team with open vision for enhancing information systems and human lives through technology and education.

EDUCATION

2010 MSc. in Telematics and Information Systems . Rey Juan Carlos University (URJC). Madrid, Spain

2008 Software Engineering, Computer Science. Polytechnic University of Madrid (UPM). Madrid, Spain

Evaluation of International Educational Credentials available, issued by AACRAO

CERTIFICATES

2012 Database Certificate. C.College Baltimore County. Maryland, USA

2011 ICT Access and applications for human development. United Nations – UNDP. New York, USA

2008 Data Spatial Infrastructure Specialist. Polytechnic University of Madrid (UPM). Madrid, Spain

QUALIFICATIONS

Programming Languages/Technologies

3 years	SQL	PHP	MySQL	Apache	HTML	Xampp
2 years	Javascript	CSS	FTP			
1 year	Python	Oracle11g	SOAP	Access		
<1year	Toad	Sharepoint	XML	PL/Sql	Java	HTML5 PostgreSQL

Office Software and applications

Platforms	Windows	Linux			
IDE	Netbeans	Eclipse			
Office	Microsoft	OpenOffice	CloudComputing		
Proj Management	MS Project	OpenProject			
WebDesign	HCI	GIMP	Photoshp		
ITSM	ITIL	BMCRemedy			
SW Development	SDLC	Agile			
Other	CMS	GoogleMaps	GoogleEarth	OpenStreetMap	OerCommons

Languages

English	Advanced*	Spanish	Native
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PROFESSIONAL EXPERIENCE

University Assistant Professor

- Prepare and deliver lectures to undergraduate students on software engineering and project management.
- Evaluate and grade students' class work, laboratory work, assignments, and papers.
- Prepare course materials such as syllabi, homework assignments, and handouts.

* Ref. American Council on the Teaching of Foreign Languages Proficiency Guidelines (ACTFL)
<http://actflproficiencyguidelines2012.org/>

- Compile, administer, and grade examinations or assign this work to others.
- Plan, evaluate, and revise curricula, course content, and course materials and methods of instruction.
- Initiate, facilitate, and moderate classroom discussions.
- Maintain student attendance records, grades, and other required records.
- Keep abreast of developments in the field by reading current literature, talking with colleagues, and participating in professional conferences.
- Maintain regularly scheduled office hours to advise and assist students.
- Create an online environment to assist students with questions and tasks.
- Create, document and research best practices to apply in curricula for entire career program.
- **Standards/Software tools:** ABET, ANECA, Excel, Cloud computing applications, Project Management, Open Project, Oracle11g

Software development consultant/ Information Systems consultant/ Geographic information systems developer

- Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.
- Develop and direct software system testing and validation procedures, programming, and documentation.
- Confer with engineers and customers to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.
- Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.
- Consult with customers about software system design and maintenance.
- Coordinate software resolutions to ensure specifications are met.
- Maintain or modify existing Geographic Information Systems (GIS) databases (PostgreSQL).
- Provide technical support to users or clients regarding the maintenance or development of Geographic Information Systems (GIS) databases and application.
- **Programming languages/Tools:** Python, PHP, HTML, CSS, Javascript, Netbeans, PostgreSQL, MySQL, Apache, Xampp, Sharepoint, MS Project

Web designer

- Meet with clients to discuss requirements and project progress
- Create web designs and produce sample site. Apply user-friendliness criteria to designs.
- Develop technical manuals and training materials when required.
- **Programming languages/Tools:** CMS, Python, PHP, HTML, CSS, Javascript, JQuery, MySQL, Apache, Xampp

Incidents Manager and IT Service desk

- Review incidents to categorize, plan and coordinate resolution.
- Interpret organizational goals, policies, and procedures.
- Consult with management, vendors, and technicians to assess resolution needs.
- Organize meetings with department managers, supervisors and vendors to solicit review and to define deadlines.
- Evaluate data processing proposals to assess project feasibility and requirements.
- Configure users requirements to define software configuration.
- Generate reports manually and automatic and analyze results.

- **Software tools/Standards:** ITIL, BMC Remedy, Toad, Excel, Business Intelligence

PROFESSIONAL WORK HISTORY

08/2012 – 02/2013 **Assistant Professor.** State University from Southern Manabi - UNESUM (Ecuador)

- Subjects: Software Engineering, Information Systems Project Management.
- IT Counselor: I prepared a proposal to improve the University Information Systems, working with IT peers.
- Curriculum design for Systems Eng. and Civil Eng. Under the National Accreditation process. I developed two integral curriculums for Systems Engineering (with Syllabus for all subjects) and Civil Engineering, following standards and good practices such as those proposed by ABET (US) and ANECA (Europe) for what I had to create the storage structure for all curriculums proposals developed at the University.
- Research: I proposed a project based on GIS research along with Career of Tourism under the University Calls for Research project. Under execution by locals.

06/2012 – 07/2012 **Software development consultant.** CCBC and ELITEIAS (Maryland, USA)

- Web site design with HTML, Javascript and PHP
- MS Sharepoint application configuration and bugs resolution

03/2010 – 11/2011 **Incidents manager and IT service desk.** Telefonica International Wholesale (TGS) (Madrid, Spain)

- Incidents management and IT BMC Remedy configuration
- Developed documentation using ITIL v3. Communication in English and Spanish.
- Planned and created training documentation oriented to different stakeholders.

09/2009 – 11/2009 **Information system consultant.** United Nations Headquarters (NewYork, USA)

- Coordinated the requirement analysis for the Web Information System within the Procurement Division.
- Planned and administrated meetings and agendas between the Procurement Division and other United Nations offices as part of the requirements engineering.
- Designed and implemented the database prototype using the SDLC approach and open source technologies(MySQL, Apache)

02/2008 – 03/2009 **Software analyst, geographic information system developer and project analyst.** Polytechnic University of Madrid, Latingeo (Madrid, Spain)

- Implemented a Geographic Information System using PostgreSQL and Java.
- Developed and managed a CMS based on Python which was incorporated to the National Geographic Institute (IGN) site <http://metadatos.ign.es/>
- Analyzed, Planned, Documented an IT project for Geographic Information application for human development. Prepared call for funds from European and National institutions. Project Awarded with X UPM call for Grants http://www.upm.es/observatorio/vi/index.jsp?pageac=actividad.jsp&id_actividad=74689

02/2008 – 12/2008 **Web designer.** Autonoma University of Madrid UAM (Madrid, Spain)

- Planned and designed the “Migrations Observatory” website using SDLC approach. Tools for implementation: Apache, HTML, PHP, Javascript and CSS
- Documented and reported work progress. Prepared and developed technical manuals.

10/2006 – 04/2007 **Information Systems designer and programmer (Expert on mission).** United Nations, UNDP (Ecuador)

- Designed and launched social environment analysis. Analysis to implement the information system and interaction with the community.

- Implemented information system using PHP, MySQL DBMS, Apache, HTML, CSS and Javascript.
- Developed training for different stakeholders with different IT levels.
- Evaluated project's results and progress with reports to the UN, public local organization and University.

HONORS AND AWARDS

Lecture on Web Services and Cloud Computing. Chimborazo University UNACH Ecuador
Outstanding performance. Included on the Dean's list – CCBC Maryland, USA
United Nations Headquarters internship. United Nations Headquarters New York, USA

ADDITIONAL EXPERIENCE HISTORY

- **Research**

SUMMARY	PROGRAM	DURATION
Master Thesis: "Dynamic Selection of web services based on quality features" - SOA/SOAP basics, XML and PHP programming	MSc. in Telematics and Information Systems	11/2009-06/2010
Congress participation at ATICA 2012: "Selección dinámica de servicios web basada en atributos de calidad"	ATICA 2012 - Ecuador	
Development and planning of the research project "Turpaigeo" based on the open use of geographic systems (approved, under execution by locals)	Call for projects UNESUM - Ecuador	9 months

- **Volunteering and leadership**

Founder

2013 "Integrating cultures in America"

I created this project to involve immigration community in a cultural exchange process as they are part of a new culture. This project started with a TEDxBaltimore adventure "The Immigrant Experience" and the TEDxBaltimore Salon. Partners: **TEDxBaltimore, Esperanza Center**

2013 "Kids supporting kids" project

I created this project to promote youth social involvement in Ecuador as supporting the action of **The Starfish Foundation** in Guayaquil. (Ecuador). The Foundation included the project as Community Partners <http://www.thestarfishchange.org/community-partners.html>

More details: <http://blog.tamojaspirit.com/search/label/kids%20supporting%20kids>

Volunteering

07/2013 – Present **Johns Hopkins Bayview Medical Center** "Embajadores de Salud" Program. I provide support organizing events and promoting community participation to improve their health. I use online resources to access and involve participants.

07/2013 – Present **Shepherd's Clinic**. I provide support as the Clinic's webmaster. Web design, content management.

11/2011 – 05/2012 **Esperanza Center** (Catholic Charities of Baltimore). I supported the Immigration Legal Services office on administrative tasks and translations Eng-Spa. I was member of the "International Evening" committee as a software designer.

Memberships IEEE Computing, IEEE Women for Engineering, IEEE Women for Engineering-Baltimore Chapter, Society of Hispanic Professional Engineers SHPE

REFERENCES

Available upon request.