

Eric Trevino
www.mretcreativity.weebly.com

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Education

Degree

Bachelor of Business (BS)	Our Lady of the Lake University,
Computer Information Systems and Security - <i>cum laude</i> honors	San Antonio, TX May 2011
Minor in Theatre Arts	

Education - Related Experience

Mission Academy, Life Strides Instructional Assistant **San Antonio, TX, 02/12 - Present**

- Knowledgeable of the types of special education disability areas and the specific needs associated with these areas in regards to the students.
- Works with students with severe learning, physical and/or emotional disabilities as a member of a team to provide assistance to students according to ARD/IEPs.
- Serves as a positive role model for the students and helps to manage their behavior, including crisis intervention, physical management of disruptive students and inappropriate behaviors, as needed.
- Assists the teacher with implementing program objectives that support developmental, behavioral and academic student performance.

Our Lady of the Lake University, Instructional Assistant (Service Learning/volunteer) **San Antonio, TX, 05/06 - 05/07**

- Two years experience working as an instructional assistant for the OLLU Theater for Youth drama program
- Actively supervised, managed and monitored students in preparation for presentations and performances.
- Primary role was to provide support for educators by preparing materials, supervision and management of student activities and the arrangement of special equipment for the classroom.
- Performed assigned tasks associated with theatre-based curriculum concepts that included reading, creative writing, and critical thinking skills

Other Work Experience

KGB, Technical Support Representative **San Antonio, TX, 10/11 - 02/12**

- Tier 2/3 Technical Support Representative
- Support /troubleshoots all aspects of voice video and data of Verizon Fios network.

Our Lady of the Lake University, Lab Manager **San Antonio, TX, 05/09 - 05/11**

- Drive image, hardware and software troubleshooting, ensure network connectivity and perform lab maintenance, reset passwords
- Provided superior customer service to students, faculty, and staff as needed.
- Provided customer support to ensure the IT experience with the user was efficient and productive to support customer satisfaction.
- Contributed to the IT department by providing constructive ways to improve department procedures, policies, and customer service.

References

Christine Krem 6 - 8th Grade Life Strides - Mission Academy ckrem1@saisd.net 210-633-2546	Melissa Longoria 1st Grade - Mission Academy dlongoria3@saisd.net 210-633-2546	Diana Gonzalez Adapted PE Specialist - SAISD dgonzalez2@saisd.net 210-472-3005
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