

Finian Ghalleger

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Evans Hall, Deans Area 2006
The Evergreen State College

OBJECTIVE

Academic technician and steward with 5+ years experience of systems management, policy implementation, and student advising. Seeking a more involved career supporting underserved students in navigating higher education. Eager to leverage my strong interpersonal communication and critical analysis skills.

WORK EXPERIENCE

PROGRAM ASSISTANT

April 2023 - Present

The Evergreen State College, Deans Area (Olympia, WA)

- Provide in person, phone, and email primary support to deans and students on administrative, academic, and Individual Study (IS) needs
- Create and send quarterly IS reports
- Maintain and improve the IS system, forms, and website documentation
- Coordinate extradepartmental workflows to provide academic support
- Update constantly changing workflows in official documentation
- Schedule meetings for Deans and coordinate special equipment use
- Steward and liaise on-campus emergency documentation and procedures

TRiO PEER TUTOR (PAID/VOLUNTEER)

November 2022 - Present

The Evergreen State College, TRiO (Olympia, WA)

- Tutor in general math, upper division (UD) geometry, UD discrete math, writing, research, web design, literature, culture studies, and technology skills
- Collaborate with staff to provide and adjust support with student needs
- Became a volunteer in April 2023

AT TECH II

May 2018 - Present

The Evergreen State College Computer Center (Olympia, WA)

- In addition to AT Tech I responsibilities, train and lead 6 - 15 AT Tech I's
- Delegate regular and impromptu tasks based on training, workflow, and experience
- Update official Canvas training course for AT Tech's and campus TechDoc wikis
- Enforce COVID-19 and computer center policies with a focus on accessibility

AT TECH I

September 2017 - May 2018

- Provide in-person, phone, KACE ticket system, and email customer support
- Resolve academic technology, account security, and other Evergreen system and hardware support requests
- Create, resolve, and escalate tier 2 and 3 KACE support tickets (average 255 tickets/week)
- Coordinate extradepartmental workflows to resolve requests with multiple services
- Maintain inventory and purchase department supplies
- Adapt the center to short and long term student need trends
- Design internal and external communications

EDUCATION

THE EVERGREEN STATE COLLEGE (Olympia, WA)

BA/BS: Computer Science, Creative Writing, Culture Studies, Literary Arts and Studies, Mathematics / Minor: Visual Art and Visual Studies

Academic Certificate: Cybersecurity Foundations

Academic Certificate: Web Design

SKILL SET

- Creative, Critical Analysis
- Data Organization
- Supervisory Leadership
- Schedule Management
- Technical Communications
- Public Speaking
- Typing (105 wpm)
- Customer Service

HARDWARE

- Computer (PC/Mac/Linux)
- Multi-line Phone System
- Office Printer
- Scanner

SOFTWARE

- MS Word (Certified)
- MS Excel (Certified)
- MS PowerPoint (Certified)
- Adobe Acrobat
- Banner
- Zoom
- KACE
- SQL
- Canvas
- CSS/HTML/JavaScript
- Panopto
- Adobe Photoshop CS6E
- Adobe Indesign
- Canva

August 2015 - June 2024

September 2022 - June 2023

September 2022 - March 2024

References available upon request