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Education

- Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM)** May 2005
The Technological Institute of Higher Studies in Monterrey (ITESM)
B.S., Computer Systems Engineering 89.9/100
- University of North Carolina at Greensboro (UNCG)** Jan – May 2003
Full time distance learning exchange student for the Spring 2003 semester whilst doing a full time internship at the Walt Disney World Co. in Orlando, Florida. Dean's List.
- North Carolina Agricultural & Technical State University (NCAT)** Aug – Dec 2002
Full time exchange student for the Fall 2002 semester. Dean's List
- Universidad Autónoma de Nuevo León, Facultad de Música (UANL)** Jan 2000
Autonomous University of Nuevo León, School of Music (UANL)
A.S., Classical Music. Valedictorian. Student council representative for my class.

Work Experience

- Secretariat of Public Education (SEP) - Teacher** May 2009 – To Date
Lesson planning and teaching Computers and English as a Foreign Language.
- Microsoft Corporation – Program Manager at the Office User Experience team** Jun 2005 – Oct 2007
Worked in the team that revamped the user interface in Office 2007 and got rid of menu bars to introduce the new ribbon control and in 2010 the Outspace which replaced the Start Button and main menu.
- Interacted with design, usability, research, marketing, developers, testers and other program managers in the process of driving features through completion in the development of Office 2007 and 2010. I have a patent from the work and research done during this time. I specifically owned areas such as group policy, accessibility, our own proprietary programming language in which Office is developed, customer improvement program implementation for new features, and user interface innovations such as the notifications bar and new controls for the Outspace.
- My duties included gathering user requirements, researching feature history, designing new features, creating demos, writing technical and design specifications, seeing how new designs fared in the usability lab, iterating on designs based on needs and feedback, leading meetings to review designs, specifications, plans, and to ensure feature status was in shape and dependencies across teams were informed and unblocked.
- I also worked with User Assistance and Marketing developing training materials to help users transition from Office 2003 to Office 2007 to help increase rapid adoption; and with Marketing and Usability on the field testing early versions of Office 2007 to see how they performed and how users perceived them in a real office environment.
- Walt Disney World Co. – Campus Representative** Aug – Dec 2002
Worked with Walt Disney World College Recruiting Team to increase awareness at my campus of the company's internship opportunities.

Internships

Microsoft Corporation – Intern Program Manager at the Office User Experience team May - Aug 2004
Worked in the team that was revamping the user interface of the Office system for the release of Office 2007 getting rid of menu bars to introduce the new ribbon control, reorganizing content, and adding other improvements to the user experience.

During my internship I had the opportunity to work in the Office Button, the Office Menu and the File Open Dialog specifically.

For more details on my duties and interactions with other disciplines, see work description as a full-time Program Manager above.

Walt Disney World Co. – Cast Member at Epcot and Disney Trainer Jan - Aug 2003
Worked with Compri's Advanced Manager's Workstation to manage daily revenue. Shadowed managers on duty. Certified Disney trainer.

Community Work

Asociación Programa Lazos, A.C. – Program Manager and Data Base Developer Aug 2004 – May 2005
Analysis, design, and implementation of a database and a software application for a non-profit organization to manage sponsorship assignment between less privileged children and their sponsors.

Courses, Seminars, Lectures

Creating lesson-plans to develop competencies in the classroom – Secretaría de Educación Pública Ago 2010

An approach by competencies in basic education – Secretaría de Educación Pública Ago 2009

Supply Chain and Purchasing Course – Purchasing University Mar – May 2008

Crucial Conversations: Tools For Talking When The Stakes Are High – Outsourced by Microsoft Jun 2006

Cisco Certified Network Associate Coursework (CCNA) – Cisco Networking Academy Aug 2003 – Dec 2004

Communications Course – Disney University Jan – Aug 2003

Organizational Leadership Course – Disney University Jan – Aug 2003

Human Resource Management Course – Disney University Jan – Aug 2003

Experiential Learning Course – Disney University Jan – Aug 2003

Dynamic Communication Course – Armstrong Instructors Sept – Nov 1998

Awards

Microsoft Ship It award for contributing to the testing of Exchange Server 2007 Dogfood 2007

Microsoft Ship It award for contributing to the development of Microsoft Office 2005

100% scholarship (50% ITESM, 50% Mexico's Secretariat of Economy) **to incubate an emerging business/technology** that I created, developed and presented alongside a business student at the international congress of entrepreneurs and business incubators 2005; it was **voted among the Top 3 projects**. That event also **won us entrance to participate at the 2005 FRISA Entrepreneurial Leadership contest**. 2005

ITESM's highest average award among computer systems engineers during the Fall 2004 Semester 2004

UNCG's Dean's List Summer 2003	2003
NCAT's Dean's List Fall 2002	2002
Recipient of academic merit scholarship by <i>Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM)</i> .	2000
Recipient of scholarship for academic excellence by the <i>University of Monterrey (Universidad de Monterrey, UDEM)</i>	2000
Graduated valedictorian from the <i>Autonomous University of Nuevo León UANL, School of Music (Universidad Autónoma de Nuevo León, Facultad de Música UANL)</i>	2000
Recipient of scholarship for academic merit from the <i>Autonomous University of Nuevo León UANL, School of Music (Universidad Autónoma de Nuevo León, Facultad de Música UANL)</i>	1998

Patents

Marina Dukhon, Jonathan Ian Gordner, Jesse Clay Satterfield, Navjot Singh, [REDACTED] Amy E. Alberts, Paula Guntaur
 "Communication between a document editor In-Space user interface and a document editor Out-Space user interface" US Patent Serial No: 12/163,758 Filed: June 27, 2008.

Conferences/Congresses

Society of Hispanic Professional Engineers, Inc. National Technical & Career Conference 2007 at Denver, Co. <i>Technology exhibitor and recruiting duties at the Microsoft booth.</i>	2007
EmpleaTec 2005, 2006, & 2007, ITESM's Nationwide Career Fair at Monterrey & México city. <i>Company introduction presentation. Recruiting duties at Microsoft booth. Imparted workshops to prepare students for interviews.</i>	2005, 2006, 2007
Grace Hopper: A Celebration of Women in Computing 2005 at San Diego Ca. <i>Poster Exhibitor.</i> Maria Fernandez Trevino, Microsoft, Amy Alberts, Microsoft <i>Improving the User Interface: Eye-Tracking in the Microsoft Office Usability Lab.</i>	2005
International Congress of Entrepreneurs and Business Incubators 2005 at Monterrey, Mexico. <i>Entrepreneur/Exhibitor.</i> Voted among the Top 3 projects. Won entrance to the 2005 FRISA Entrepreneurial Leadership contest and received a 100% scholarship (50% <i>ITESM</i> , 50% Mexico's Secretariat of Economy) to incubate the emerging business/technology that we (2) presented.	2005
Monster.com Diversity Leadership Program 2004 at New York City. <i>Selected Participant.</i> Selected to be part of the 2004 Diversity Leadership Program in New York City. The event explored areas such as networking, career development, interviewing, resume building, and diversity in the workplace featuring some of USA's top individuals and companies.	2004
Congress for the Youth 2000 at ITESM. Monterrey, Mexico. Member of the organizing committee. Master of Ceremonies.	2000

Skills

Technical:

C++ (Intermediate)	SQL (Intermediate)	JSP's (Intermediate)
Java (Intermediate)	Oracle (Basic)	HTML (Advanced)
C# .net (Intermediate)	Access (Advanced)	Flash (Basic)
VBA (Intermediate)	JDBC (Basic)	Office (Advanced)
SharePoint (Advanced)	ADO.net (Basic)	Windows (Advanced)
Lotus Notes (Basic)	Cisco IOS (Basic)	Internet (Advanced)
Acrobat (Intermediate)	Assembly (Basic)	FrontPage (Intermediate)
PaintShopPro (Intermediate)	Photoshop (Basic)	MS Project (Basic)

Language: English – Fluent.

Institutional Paper-Based TOEFL

Listening Comprehension: **68/68**
Structure & Written Expression: **68/68**
Reading Comprehension: **67/67**
Global Score: 677 / 677

Official Computer-Based TOEFL

Structure, Writing: **30 / 30**
Reading: **30 / 30**
Listening: **26 / 30**
Essay Rating: **6 / 6**
Global Score: 287 / 300

Official Internet-Based TOEFL:

Reading: **29/30**
Listening: **30/30**
Speaking: **30/30**
Writing: **27/30**
Global Score: 116/120

Spanish – Fluent.

Native Language

Scholastic:

Scholastic Aptitude Test (SAT's) by College Board yr.2000

Verbal Reasoning: **709/800**
Mathematical Reasoning: **735/800**
Global: 1,444/1600