








# Teresa J. "Jana" Gallegos

 P.O. Box 22638, Santa Fe, NM 87502

 505-690-6744

 [guyeggos@hotmail.com](mailto:guyeggos@hotmail.com)

## Work Experience

- 
-  **Self-Employed**  
January 2019 – Present
- Enchantment Virtual Assistants (January 2019 – Present)
    - Business: Virtual assistant, Online business management
    - Design / Maintenance: Web sites, Surveys, Presentations, Forms
  - Santa Fe Pest Control (February 2021 – Present)
    - Business Administration: Scheduling, Processing daily reports, Billing, Accounts receivable / payable, Quarterly tax filings, et. al.
- 
-  **NM Division of Vocational Rehabilitation**  
Quantity Assurance Analyst  
July 2016 – March 2021
- Ensured case management system (CMS), data, etc. met federal reporting requirements.
  - Lead / completed analysis of case management system releases, adaptation and testing, installation, instruction, support, troubleshooting, and / or reporting, etc.
  - Lead / completed agency federal reporting (RSA-113, new RSA-911 quarterly report) and prepared / planed for / completed ETA-9169 federal report in collaboration with the rehabilitation partner agency.
  - Lead / implemented case management system (CMS) functionality and processes.
  - Lead / managed / implemented fiscal year, organizational changes, etc. within the CMS.
- 
-  **NM Division of Vocational Rehabilitation**  
Application Developer  
July 2015 - July 2016
- Completed / participated in analysis of case management system releases, adaptation and testing, installation, instruction, support, troubleshooting, and / or reporting, etc.
  - Assisted in / performed design, development, implementation and analysis of web applications; Configured web-related software; Documented technical processes
  - Assisted in / developed NMDVR policy and procedure including process improvement and facilitated documentation review and approval through leadership.
- 
-  **NM Division of Vocational Rehabilitation**  
Computer Systems Analyst  
November 2000 - July 2005
- Completed / participated in analysis of case management system releases, installation, instruction, and / or troubleshooting, etc.
  - Developed and maintained agency web sites; Configured web-related software; Documented technical processes.
  - Assisted in / developed NMDVR policy and procedure including process improvement and facilitated documentation review and approval through leadership.
- 
-  **NM Division of Vocational Rehabilitation**  
Administrative Assistant, Administrator,  
Training Specialist  
November 1992 – November 2000
- Developed, coordinated, and provided technical skills training to agency employees
  - Assisted in / developed documentation standards and documentation policy and procedure, NMDVR policy and procedure including process improvement, and facilitated documentation review and approval through leadership.
- 

## Education

- 
-  **Champlain College, Burlington, VT**  
May, 2005 - Degree of Associate in Science (focus on Web Development)
-  **Santa Fe Community College, Santa Fe, NM**  
Continued professional and technical development courses
- 




## Skills

---

Adobe Photoshop	Microsoft IIS	Software Release Analysis
Ajax Controls	Microsoft Office	SQL Server Management Studio
Application Adaptation and Testing	Microsoft Source Safe	Technical Process Documentation
Application Analysis	Microsoft Visual Studio	Technical Skills Training
Application Installation	Microsoft Windows	Track-it!
Cascading Style Sheets	Microsoft.Net	Web Design & Maintenance
C-Sharp (C#) programming language	Policy & Procedure Development	Web-Related Software Configuration
Curriculum Development	Process Improvement	WinZip
Hypertext Markup Language	Quality Assurance	

---

# Teresa J. "Jana" Gallegos

 P.O. Box 22638, Santa Fe, NM 87502  
 505-690-6744  
 [guyeggos@hotmail.com](mailto:guyeggos@hotmail.com)

## Traits

---



### DEDICATED

I am committed to success and loyal to the people and things I believe in.



### DEPENDABLE

Count on me to complete the task, objective, or job needed.



### FOCUSED

I pay careful attention to detail.



### HONEST

I have a strong sense of integrity, and I value authenticity.



### ORGANIZED

I am efficient, prepared, and a thorough planner.



### RESOURCEFUL

I am able to find unique ways to achieve goals and complete a job or task

---

## Awards

---



### NMDVR Director's Commendation

November 2017

Received for service and dedication to the NMDVR



### NMDVR Peer Citation Award

November 2006

Received for service and dedication to the NMDVR



### NMDVR

Various Certificates of Recognition, Certificates of Appreciation, Positive Organizational Climate Recognition

---

## References

---



Available upon request

---

## Websites



[Enchantment Virtual Assistants \(https://www.enchantmentvas.com/\)](https://www.enchantmentvas.com/)



[Santa Fe Pest Control \(https://www.santafepestcontrolnm.com/\)](https://www.santafepestcontrolnm.com/)