

JOAN M PERRY

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OBJECTIVE: To obtain a position where my love for the welfare and education of our future generations will be impactful through a safe and loving learning environment.

PROFESSIONAL SKILLS:

Adaptive Learner	Good Critical Thinking Skills
Diligent and Thorough	Microsoft Office Productivity Suite
Excellent Communication Skills	Independent and Self-Starter
Fluent in Spanish and English	Time Management and Organization

EDUCATION:

ECPI University <i>Associate of Science in Computer Science</i>	Newport News, VA	July 2010- July 2012
Old Dominion University <i>Bachelors in Leadership (Interdisciplinary Studies)</i>	Norfolk, VA	August 2024- August 2025 <i>Dean's List Recipient</i>

PROFESSIONAL EXPERIENCE:

Substitute Teacher <i>WJCC Schools</i>	Williamsburg, VA	September 2023- Present
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- Responsible for supervising assigned students and ensuring their safety throughout the school day.
- Review, follow, and teach the lesson plans and schedules provided by the regular classroom teacher.
- Maintain all established classroom procedures and expectations using noted behavioral management tools.
- Provide regular classroom teachers with a report, in writing of the classes' activities and behaviors of the day.
- Perform additional responsibilities as assigned, including but not limited to copying, lunch, carline, hall, and bus duties.

Self- Employed <i>Stay-at-Home Mom</i>	Toano, VA	March 2014-Septemeber2023
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- Aided and encouraged children to complete assignments and follow household schedules daily.
- Created summer lesson plans using flashcards, worksheets, games, outings, and other aids based on learning concepts from the previous school year.
- Implemented organizational systems to help children find all supplies and equipment easily.
- Maintained constant communication with teachers concerning my children's assignments and behaviors using clear and grammatically correct verbiage via email and verbal correspondence.
- Volunteered and chaperoned class field trips throughout multiple years in elementary school.

Cubic Applications <i>Help Desk Support Agent</i>	Ft. Eustis, VA	August 2012- March 2014
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- Responded to incoming customer inquiries for Army-wide Training Support products and services, managing all calls through to resolution on time with detailed ticket information.
- Consistently exceeded customer expectations for service quality and showed solutions for improving customer experience.
- Resolved users' problems with personal computers relating to hardware, software, and network configurations.

Ferguson Enterprises <i>IT Windows Administrator, Intern</i>	Newport News, VA	June 2012- August 2012
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- Assisted Windows Administrators with server configuration and maintenance, software compliance and licensing, data integrity and security, and virus prevention.
- Documented the Windows environment and kept a correct hardware and software inventory in the Configuration Management Database (CMDB).
- Under direction, troubleshooted hardware and software problems.
- Reviewed Windows Operating System Standard Operating Procedures (SOP) and recommended updates and changes to improve the documentation.

REFERENCES: Available upon request