

PAMELA AGOYO
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EDUCATION AND PROFESSIONAL CERTIFICATION

EXECUTIVE Master of Business Administration, July 2022
University of New Mexico – Albuquerque, NM

MANAGEMENT ACADEMY, April 2011
University of New Mexico – Albuquerque, NM

MASTER OF ARTS: ORGANIZATIONAL LEARNING AND INSTRUCTIONAL TECHNOLOGY, 1995-1997
University of New Mexico – Albuquerque, New Mexico

BACHELOR OF ARTS: PSYCHOLOGY, DECEMBER 1986
Who's Who Among Students in American Universities and Colleges
University of New Mexico – Albuquerque, New Mexico

BACHELOR OF ARTS: SOCIOLOGY, DECEMBER 1986
Who's Who Among Students in American Universities and Colleges
University of New Mexico – Albuquerque, New Mexico

SUMMARY OF QUALIFICATIONS

- Demonstrated strategic planning, organizing, and leadership skills. Offer 25+ years of management experience encompassing personnel functions, client relations, and facilities management.
- Budget development and financial administration experience in professional development, fundraising, organizational development, recruitment and retention, and outreach initiatives.
- Advanced expertise in direction and leadership for multicultural programs, diversity planning, and equity/inclusion efforts.
- Articulate and expressive speaker with experience developing and conducting comprehensive training in leadership development, cultural awareness, performance improvement, customer service, and conflict resolution.
- Effective communications and writing skills with experience coordinating media relations, public affairs, and advertising & marketing campaigns.
- Extensive experience utilizing technology and electronic information management systems: Microsoft 365™, Adobe Creative applications, FAM (Financial Aid Mainframe), SIS (Student Information System), Banner, Hyperion, Advisortrax, LoboAchieve, LoboCheck-in, E-Mail, and Internet navigation skills.

PROFESSIONAL EXPERIENCE

Interim Co-Director

April 2022 – present

Office of Advising Strategies, University of New Mexico, Albuquerque, NM

Reporting directly to the Associate Provost for Student Success, provide oversight of campus-wide Advisor training, professional development, Office of Advising Strategies (OAS) staff, and Academic Testing & Proctoring Services staff. Develop strategic direction for campus testing and Lobo Course Placement; and provide leadership for UNM Provost's Committee on Advising (PCA) and Cross College Subcommittee of the PCA. Strengthen collaborative partnerships with UNM-IT and Enrollment Management specific to OAS technology accounts, software platforms, student-facing events including *Ask Me* initiatives, and general student registration processes. Administration and management of advising staff balance across the institution in consultation with the UNM Human Resources Department. Cooperative engagement with New Student Orientation collaboration, planning and participation processes and structures.

Special Assistant to the President for American Indian Affairs

August 2005 – present

Office of the President, University of New Mexico, Albuquerque, NM

Reporting directly to the President, provide strategic guidance and assistance to the University community in addressing and integrating various education needs, prospects, and related opportunities and concerns of the American Indian community within the region. Engage and collaborate with University departments; local, State, Federal, and Tribal governments; agencies; and organizations to develop initiatives designed to improve retention and graduation rates of American Indian students at both college and high school levels. Provide leadership, consultation, and coordination to University constituencies in multiple interactions with and services to American Indian communities. Primary oversight and coordination responsibility of the University's efforts to advance and achieve key short- and long-term goals, priorities, and commitments, as articulated and established during UNM Tribal Summits. Serve as institutional representative and advocate at local, regional, and national levels on strategic and programmatic issues related to American Indian Affairs. Develop and deliver educational programs and conferences on American Indian Affairs and related issues for the University community. Facilitate the development, coordination, and implementation of relevant community events on a local, regional, or national spectrum.

Director

July 2001 - present

American Indian Student Services (AISS), University of New Mexico, Albuquerque, NM

Executive leadership responsibility for the overall planning, development, direction, and implementation of student service programs, policies, services, and university endowment scholarship funds/awards for American Indian undergraduate and graduate students. Establish and implement short and long-range goals, objectives, policies, and operating procedures. Responsible for the design and maintenance of organizational structure and personnel functions including recruitment, employment, training, supervision, and evaluation of unit staff. Provide leadership and management oversight for the unit's programming components including the American Indian Summer Bridge (AISB) Program, AISS Ambassador Program, Sidekicks Mentorship Program, targeted American Indian recruitment & outreach initiatives, and advisement and counseling services. Develop and manage the annual budget and conduct periodic cost and productivity analyses. Establish and facilitate partnerships and alliances with key tribal, regional, national, and international organizations and agencies addressing issues with emphasis in American Indian higher education. Serve as Student Affairs representative on campus-wide task force initiatives and executive leadership strategic planning committees.

Part-Time Faculty August 2004 – December 2009*University College, University of New Mexico, Albuquerque, NM*

Responsible for instructional design and method, curriculum conception and development, and delivery of instruction for Freshman Interest Group (FIG) and Freshman Learning Community (FLC) courses focused on providing 1st-semester students distinctive opportunities within a research institution and climate that support individual aspirations.

Public Programs Consultant

May 2000 – September 2001

National Institute for Native Leadership in Higher Education (NINLHE), Albuquerque, NM

Responsible for all aspects of planning and coordinating the 2000 and 2001 Annual Institute including, but not limited to: publicity and recruitment of participants; selection and confirmation of keynote speaker(s), workshop session presenters, and elders; compilation and production of instructional material; participant registration and communication; budget management and expense tracking; and program participant evaluation assessment and analysis. Served as Project Director for 2001 Training Fellowship Program and provided management oversight for publicity and recruitment of applicants, development of application and selection process, and training and orientation sessions for Fellowship recipients. Created and maintained NINLHE listserv for ongoing communication and networking facilitation ventures for organization membership.

Head Teacher

January 2000 – June 2001

Micheltorena Elementary School, Special Day Class: Grades 1-3, Los Angeles, CA

Primary responsibility for the development and implementation of selected curriculum, lesson plans, and the delivery of instruction in Language Arts, Mathematics, Social Studies, Science, Art and Health Education. Responsible for successfully mainstreaming special education students (grades 1-3) into general education classroom setting(s). Designed, coordinated, and implemented student Individual Education Plan (IEP) goals and behavior modification methods to coincide with success-oriented group and individual lesson plans. Established collaborative working relationships with general education staff to modify curriculum for the sole purpose of meeting the needs of special education students. Responsible for coordinating case conferences, psychological assessment and support, parent contact, and student-led conferences. Supervised special education department teaching assistants and completed annual professional performance evaluations. Served as Special Education Department Representative.

Organizational Development Director

March 1999 – March 2000

"In The Gutter," Sherman Oaks, CA

Provided assessment and consultation for daily operations administration. Primary responsibility for the design, development, and editing of all company bid and invoice statements; conditional waiver and warranty forms; and new customer recruitment materials. Directed, refined, and implemented company installation, invoice, and customer service procedures and guidelines. Provided leadership and management oversight for the negotiation of rates and fees for active general contractor network and private homeowner clientele. Managed, upgraded, and maintained company database, computer systems, and software.

Executive Director

October 1997 – December 1998

National Institute for Native Leadership in Higher Education (NINLHE), Albuquerque, NM

Leadership responsibility for the overall planning, development, management, and implementation of NINLHE's resources, programs and operations. Responsible for the oversight, fundraising, and public education mission of NINLHE and insuring its financial and administrative strength. Supervised staff members and personnel functions including hiring, training, and evaluation. Directed and coordinated work efforts of a 17-member NINLHE Governing Council, which is a "working board." Directed and set individual, departmental, and organizational goals. Developed and established NINLHE policies and procedures and administered all programming related to the daily operations of the NINLHE headquarter office. Provided leadership and management oversight for programming areas including, but not limited to: the Annual Institute; a Training Fellowship Program; Membership Services; organizational development initiatives including public relations, education and research programs, and fundraising and liaison relationships with several educational organizations; and fiscal, facilities, human resources, and information systems management. Developed and managed the annual budget and conducted periodic cost and productivity

analyses. Initiated and lead the development of strategies for generating resources and/or revenues for NINLHE. Facilitated and directed partnerships with national and regional philanthropic foundations and corporations. Built strategic coalition between NINLHE and key tribal, regional, and national organizations involved in higher education.

Interim Executive Director

July 1997 – October 1997

National Institute for Native Leadership in Higher Education (NINLHE), Albuquerque, NM

Responsible for coordination of the 1997 Annual Institute. Established national headquarters office on the University of New Mexico campus. Organized and coordinated quarterly Governing Council meetings. Provided leadership in Governing Council discussions concerning effective organizational structure. Directed and coordinated work efforts of an 11-member NINLHE Governing Council, which is a "working board." Developed staff job descriptions. Conducted search process for Administrative Assistant position. Represented NINLHE in consultations and negotiations with Crane Metamarketing with regard to the development of a comprehensive marketing strategy for NINLHE. Directed and developed NINLHE press releases for distribution to national, regional, and local public affairs constituencies. Established electronic communications base for the general membership. Responsible for oversight and management of the implementation of the NINLHE Training Fellowship Program. Led program planning for the 1998 Annual Institute. Initiated planning for membership dues structure and institutional membership drive. Responsible for drafting Articles of Incorporation and by-laws reflecting NINLHE's unique values, mission and philosophy. Initiated and expedited acquisition of non-profit 501(c)(3) status for the organization.

Scholarship Outreach Director

March 1995 – June 1997

Scholarship Office, University of New Mexico, Albuquerque, NM

Administered a comprehensive program of scholarship and financial aid advisement, academic advisement, and personal counseling for approximately seven thousand (7000) scholarship recipients. Developed and managed all fiscal functions and operations regarding institutional, departmental, and private scholarship accounts and endowments totaling \$18.5 million annually. Awarded all institutional, departmental, and private student scholarships. Utilized specialized knowledge of institutional policies in the areas of admissions, enrollment, degree objectives, academic credit requirements, and academic suspension and probation to resolve student needs. Supervised staff members and personnel functions including hiring, training, scheduling, and evaluating. Advanced University priorities by providing leadership for the development, coordination, and implementation of special projects, student scholarship maintenance programs, and extensive outreach programs for underrepresented groups and other populations. Developed, designed, coordinated, and implemented training programs for Scholarship Selection Committee Reviewers, prospective scholarship applicants, and secondary and post-secondary advisement/counseling staff. Primary responsibility for the design, development, and editing of all department brochures, pamphlets, flyers, applications, public relations media, and outreach tools. Based on institutional priorities and donor research, developed new scholarship programs and coordinated fundraising strategies for potential donors and sponsors. Conducted formal evaluations of all scholarship program initiatives. Developed survey tools, student profile reports, and success rate statistics for the purpose of assessment and intervention efforts. Collaborated with departmental leadership to develop budget requests and accountability reports for state legislators supporting specialized scholarship programs. Managed the coordination and participation in public relations and information presentations and sessions at national, state, and local levels.

Director

August 1993 – March 1995

Multi-Cultural Minority Recruitment & Retention Program, University of New Mexico, Albuquerque, NM

Provided administrative leadership for the design, development, coordination, and implementation of recruitment and retention strategies and programs to promote undergraduate and graduate minority student enrollment. Initiated and devised special intervention programming for assisting students in making a positive transition from high school to post-secondary institutions. Supervised fifteen (15) staff members and personnel functions including recruitment, interviewing, hiring, and evaluation. Developed staff training manual and conducted staff training seminars. Directed Fall and Spring High School Visitation, Talent Search, Summer Bridge, and new student orientation programs and activities. Coordinated and supervised tutoring, mentoring, academic advisement, counseling and referral services. Developed comprehensive budget proposals for the Student Fee Review Board. Sought and acquired external grant searches to support ongoing and expanding program activities. Principal management responsibility for preparation and maintenance of monthly, quarterly and annual financial, statistical, and progress reports and records. Advised students and families concerning admission, residency, financial aid and scholarships, registration and scheduling, and general requirements and educational policies.

Student Outreach Specialist

August 1991 – August 1993

Office of Admissions & Outreach Services, University of New Mexico, Albuquerque, NM

Responsible for recruitment efforts and special programs for the Northwest region of New Mexico. Participated in community outreach initiatives for the purpose of providing education materials through information fairs, campus visits, and specialized outreach programs and events. Program Director for the American Indian Student Day Program in cooperation with tribal officials, University academic department and student support service representatives, and state-wide high school administrators. Conducted large group tours and special visitation day programs. Collaborated with representatives of other campus departments in the planning and coordination of On-Site Admissions Programs, African American Student Day, Santa Fe Mother/Daughter Program, Espanola Valley Mother/Daughter Program, Generaciones Program, New Mexico Lorenzo de Zavala Youth Legislative Program, Star Scholar Program, Calling Campaigns, and Freshman Scholarship Programs. Authored contributing articles for the UNM Student Affairs Newsletter.

Manager

August 1981 – May 1991

New Mexico Union Recreation Department, University of New Mexico, Albuquerque, NM

Developed, directed, and implemented recreation programs for more than four thousand (4000) UNM students, staff, and faculty annually. Directed all departmental activities and daily operations. Coordinated and implemented programs for promotional purposes with corporations including Coca-Cola, Pepsi, Frito-Lay, Brunswick Billiards Association, Nintendo, Atari, and the American Table Tennis Association. Supervised seventeen (17) staff members and personnel functions including hiring, training, scheduling, and evaluating. Developed daily operations policy handbook for staff and conducted comprehensive training program. Completed all statistical, inventory, budget and financial reports. Managed all proprietor and commercial vendor contracts. Coordinated and maintained all audition schedules, policies and procedures, and contracts for disc jockeys, bands, solo artists and professional instructors hired for special events.

NATIONAL PRESENTATIONS

2018 Native American Student Advocacy Institute Honolulu, HI <i>American Indian Student Services: Building Community & Success</i>	June 2018
2014 National Johnson O'Malley Annual Convention Denver, CO <i>Keynote Address</i>	March 2014
2014 National Association for Student Personnel Administrators Baltimore, MD <i>Likes, #Hashtags & Tweets: Embracing Social Media to Promote American Indian Student Success</i>	March 2014
2014 NASPA Indigenous Peoples Knowledge Community Forum Baltimore, MD <i>Keynote Address</i>	March 2014
2013 National Indian Education Association Rapid City, SD <i>College Access and Success Among Native High School Graduates Taking the SAT (Co-Presenter)</i>	October 2013
2013 National Indian Education Rapid City, SD <i>College Board's College Planning Resources: A Systemic Approach to Engage Students (Co-Presenter)</i>	October 2013
2012 College Board Forum Miami, FL <i>Historical Evolution of Native American Higher Education: What Every Educator Should Know (Co-Presenter)</i>	October 2012
2012 National Indian Education Association Oklahoma City, OK <i>Native American Higher Education: What Every Educator Should Know (Co-Presenter)</i> <i>Partnerships for Preparing Native Youth for College-Going Success (Co-Presenter)</i>	October 2012
2012 Native American Student Advocacy Institute Los Angeles, CA <i>National Priorities for Native Education</i>	May 2012
2011 National Indian Education Association Albuquerque, NM <i>We Dream, We Have Goals: What Part Will You Play in Our Experience</i> <i>Like This! Using Multiple Mediums for Student Success (Co-Presenter)</i>	October 2011
2010 Native American Student Advocacy Institute Albuquerque, NM <i>Innovative Programs to Promote and Secure Native American Student Success (Co-Presenter)</i>	April 2010
2009 National Indian Education Association Milwaukee, WI <i>Becoming the Native American College Dean: Shaping Our Future Student Affairs Professionals (Co-Presenter)</i> <i>Mainstream Universities: Fostering A Sacred Trust to Maintain Place for Native American Students (Co-Presenter)</i> <i>Best Practices and Policy Issues in Native Charter Schools (Co-Presenter)</i>	October 2009
2009 National Association for Student Personnel Administrators Seattle, WA <i>American Indian Student Success: Strategies for Empowering Indigenous Students</i>	March 2009
2007 National Association for Student Personnel Administrators & American College Personnel Association Orlando, FL <i>Accomplished Program & American Indian Students Create Bridges to Successful College Experiences</i>	March 2007
2007 Higher Learning Commission Chicago, IL <i>Serving the 'Emerging Majority' at a Flagship University (Co-Presenter)</i>	April 2007

PROFESSIONAL DEVELOPMENT

Safe Zone Training (<i>LGBTQI Resource Center – UNM</i>)	Fall 2022
Dream Zone Training (<i>El Centro de la Raza – UNM</i>)	Fall 2016
Safe Zone Training (<i>LGBTQI Resource Center – UNM</i>)	Fall 2010
Mediation Training Certification (<i>Dispute Resolution Department – UNM</i>)	Fall 2009
Project Management for Today's Environment (<i>Anderson School of Management – UNM</i>)	Spring 2009
Quality Management Certificate Program (<i>Anderson School of Management – UNM</i>)	Spring 2008
Spanish II (<i>Continuing Education – UNM</i>)	Spring 2008
Spanish I (<i>Continuing Education – UNM</i>)	Fall 2007
Nonprofit Management Certificate Program (<i>Anderson School of Management – UNM</i>)	Fall 2003

PROFESSIONAL MEMBERSHIPS ~ ASSOCIATIONS ~ AWARDS ~ COMMUNITY INVOLVEMENT

NASPA Pillar of the Profession (<i>Awardee</i>)	2023
National Association for Student Personnel Administrators (<i>Member At-Large: Board of Directors</i>)	2020 – 2022
Southwest Women's Law Center (<i>President: Board of Directors</i>)	2021 – 2022
Diversity Council ~ UNM (<i>Co-Chair</i>)	2020 – 2022
Southwest Women's Law Center (<i>Board of Directors</i>)	2018 – 2022
Diversity Council ~ UNM	2017 – 2020
Albuquerque Police Department Recruitment Advisory Council (<i>Founding Member</i>)	2015 – present
Indigenous Peoples Knowledge Community Outstanding Profession in Service (<i>Awardee</i>)	2015
College Board (<i>Trustee</i>)	2014 – 2019
College Board: Native American Student Advocacy Institute (<i>Trustee Liaison</i>)	2014 – present
Cobell Education Scholarship Fund (<i>Trustee</i>)	2014 – present
College Board: Native American Student Advocacy Institute (<i>National Co-Chair</i>)	2013 – 2014
National Indian Education Association (<i>President</i>)	2013 – 2014
Civil Campus Council ~ UNM	2013 – 2017
New Student Orientation Task Force ~ UNM	2013 – 2017
National Indian Education Association (<i>Board of Directors: President-Elect</i>)	2012 – 2013
Foundations of Excellence Committee ~ UNM	2012 – 2014
Provost Committee on Advising ~ UNM	2011 – present
National Indian Education Association (<i>Board of Directors</i>)	2011 – 2014
College Board: Native American Student Advocacy Institute (<i>National Planning Committee</i>)	2011 – present
College Board: Native American Student Advocacy Institute (<i>National Co-Chair</i>)	2009 – 2011
Combined BA/MD Admissions Committee ~ UNM	2009 – 2020
Core Curriculum Task Force ~ UNM	2009 – 2012
Tribal MOU Task Force ~ UNM (<i>Chair</i>)	2008 – 2017
Hate Acts Task Force ~ UNM	2008 – 2012
Walatowa High Charter School Early College Steering Committee	2008 – 2012
University Diversity Committee ~ UNM	2006 – 2011
Morris K. Udall Internship & Scholarship Program (<i>UNM Faculty Representative</i>)	2006 – 2010
Tribal Leadership Institute ~ NM Indian Affairs Department	2006 – 2008
American Indian Task Force ~ UNM (<i>Co-Chair</i>)	2005 – 2006
Gerald W. May Staff Recognition Award ~ UNM (<i>Awardee</i>)	2005
Beta Sigma Epsilon Fraternity ~ UNM (<i>Faculty Advisor & Honorary Member</i>)	2005 – present
New Mexico Statuary Hall Foundation (<i>President</i>)	2004 – present
Freshman Learning Community Advisory Committee ~ UNM	2004 – 2009
NASPA Undergraduate Fellowship Program (<i>Faculty/Staff Mentor</i>)	2004 – 2014
North American Indigenous Games ~ Team New Mexico (<i>Asst. Chef de Mission</i>)	2003 – 2006
Alpha Pi Omega Sorority, Inc ~ UNM (<i>Faculty Advisor</i>)	2003 – present
Multicultural Greek Council ~ UNM (<i>Faculty Advisor</i>)	2003 – 2015
Presidential Scholars Selection Committee ~ UNM	2001 – 2013
Regent's Scholars Selection Committee ~ UNM	2001 – 2005
National Association of Student Personnel Administrators	2001 – present