

Dennis-Ray S. Armijo

Summary of Qualification

- Dynamic leader with 6 years of professional experience in auxiliary operations at the UNM Student Union Building (SUB)
- Result driven with strong leadership skills and the ability to build and motivate high performing staff. Experience in creating and executing strategies to maximize operational efficiency
- Proven ability to work collaboratively with other UNM Departments and the community
- Experienced in training student staff/ full-time staff on operational procedures and UNM Policies

Higher Education Experience

University of New Mexico Student Union Building
Associate Director

Albuquerque, NM
9/2021 - Present

- Supervises the daily operations of the building area staff such as 7 full time custodian, 5 student custodians, 7 building managers, 6 welcome desk attendants, 4 front administration desk attendants, Operations Manager and Professional Intern.
- Collaborates effectively with sales staff and administration to ensure the facility events and operations exceed industry and hospitality standards for our clients.
- Assists the director in the development and management of annual budget of over \$3 million with direct fiscal control over 6 internal operational budgets. Works with director on annual SFRB funding proposals and presentations.
- Monitor and evaluate programs for effectiveness and assists in the strategic planning of short and long term goals for the SUB.
- Increased operational efficiency and customer service by establishing policies and procedures within the SUB.
- Serves as a liaison between UNM departments and student groups housed within the Student Union to address operational needs and procedures. Interacts with departments such as UNM Police on safety, Safety & Risk and CEEO for staff development and problem resolution.
- Works closely with director on capital projects and improvements to the facility that enhance the technology and services that generate resources and revenue to the SUB.
- Ensures oversight of public areas within the building to provide a safe, clean, and comfortable environment for all who enter the building.
- Inventory contact for building's inventory to be completed annually.
- Manage C-Cure software which is used to operate perimeter door security and maintain confidential information.

University of New Mexico Student Union Building
Operations Manager

Albuquerque, NM
1/2020 – 8/2020

- Supervised the daily operations of the building area staff such as 7 full time custodian, 3 student custodians, 5 building managers, 6 event techs, and 3 games room attendants.
- Served as part of the SUB's leadership team. Supported strategic planning for the operations area.
- Served as liaison between departments including Food Service, Lobo Card Office, Lobo Lab, Nusenda Credit Union and student groups housed within the SUB.
- Provided training for staff as well as professional development. Organized and executed staff orientations.

- Processed student hires for both full time and student position. Created onboarding documents to help new employees feel trained and prepared for their positions.
- Managed C-Cure software which is used to operate perimeter door security and maintain confidential information.

University of New Mexico Student Union Building

Albuquerque, NM

Program Coordinator

7/2018- 12/2019

- Provided administrative support in the development, implementation, and marketing of programs.
- Coordinated activities of support staff engaged in implementation and administration of program objectives.
- Wrote, edited, and coordinated development of training manuals.
- Collected and analyzed data; prepared schedules and special reports; maintained program/project records and statistical information.
- Performed clerical and administrative support tasks, including the creation and editing of office correspondence, purchasing documents, reports and handbooks.
- Managed C-Cure software which is used to operate perimeter door security and maintain confidential information.

University of New Mexico Student Union Building

Albuquerque, NM

Professional Intern of Operations

05/2013- 03/2015

- Assessed and modified the existing building policies and procedures for departments related to building operations.
- Provided guidance, training, and mentoring for employees of the facility.
- Provided analyses to AVP of university policies and procedures.
- Researched information regarding customer service, development, and adopt new policy for employees.
- Developed new procedures for daily operations of facility to increase employee efficiency.
- Developed training material to ensure understanding of facility and university policies.
- Conducted internal audits and performance reviews to ensure effectiveness of building operations
- Interacted and collaborated with internal departments, other UNM departments and non-UNM departments to implement new policies and procedures.
- Oversaw daily operations of a facility with ingress of 10,000+ daily, addressed and analyzed any concerns.

Professional Experience

Cummins Allison

Albuquerque, NM

Service Technician

4/2015 – 06/2018

- Provided technical support to financial institutions throughout the state of New Mexico, Texas and Arizona.
- Trusted with working in secure and confidential areas within financial institutions.
- Interacted with diverse customers daily.
- Managed personal inventory and kept items of high value secure.
- Worked with computer software programs that pertain to company's machinery.
- Traveled daily to and from work sites around the state of New Mexico and occasionally Arizona and Texas.

Education

- University of New Mexico
Master's Public Administration Albuquerque, NM
completed 05/2023
- University of New Mexico
BA International Studies Albuquerque, NM
Minor: Economics completed 05/2013

Leadership/Campus Involvement

- Division of Student Affairs Professional Development Committee member 2023 – Present
- UNM Hazard Mitigation Plan Planning Committee member 2023 - Present
- Hiring Committee member Executive Director Student Services - 2023
- Lobo Grow Program participant 2022 - Present
- Student Union Board ex officio member 2017 - Present
- ACUI member 2017 – Present
- ACUI I Lead 2012