

First Name Last Name
Phone Number ▪ Email Address
LinkedIn Address

Dedicated academic services professional and college office administrator with 10 years of experience. Able to develop a positive rapport with students, staff, faculty and administration through intuitive communication skills. Thrives in an environment committed to cultivating team work and creativity. Articulate with well-defined presentations skills. Possesses the ability to anticipate needs, empathize, and maintain forward momentum and aid in student success tracking and managing outreach efforts.

CORE COMPETENCIES

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|-----------------------------|---------------------------------|-------------------------------|
| ▪ Academic Advising | ▪ University Policy | ▪ Fiscal Management |
| ▪ Recruitment / Orientation | ▪ Faculty & Staff Collaboration | ▪ Proficiency in MS Office |
| ▪ Student Outreach | ▪ Market Research | ▪ Banner, WISER, Degree Audit |

EXPERIENCE

CONFIDENTIAL; Boston MA

2016-Present

College of Nursing and Health Science

Academic Services Specialist

- Executed skilled recruitment, orientation, and all-encompassing academic advising to 500+ RN-BSN students, employing WISER and Degree Audit system
- Aided in interpretation of university policy and served as an advocate for students when appropriate
- Collaborated with Director of Student Services on implementation of best practices for enrollment management
- Supported the planning and execution of policies and procedures geared toward improvement of academic support services to students daily

Delivered results:

- Served as departmental representative on university wide orientation board focused on enhancing student education, experience and retention
- Performed new student orientations; conducted large group advising sessions up to 25 students, approx. 30 sessions per year
- Fostered relationships with partnership institutions including on-site visits with Cape Cod Community College, Roxbury Community College etc. Increasing incoming candidacy prospecting options

CONFIDENTIAL; Hingham MA

2010-2017

Clients Services Manager

- Partnered with clients to develop creative products using varied state of the art design software
- Compile \$100K + financial data in QuickBooks software, utilized for business accounting processes
- Managed logistics of scheduled photography sessions on average 20 per month including day-of service

Delivered results:

- Explored and launched new business opportunities with private and larger corporate clients bringing in approx. 25k in new revenue

CONFIDENTIAL; Boston MA

2012-2014

Department of Physics

Graduate and Undergraduate Programs Administrator

- Advised 150 undergraduate and 60 graduate students regarding academics, schedule and research opportunities
- Accelerated student recruitment in partnership with faculty program director, including attending college fairs by providing current information regarding the academic program to fluctuating pipeline of potential applicants
- Provided occupational support to 19 faculty members including two faculty program Directors and department Director who over managed overall departmental staff of three
- Administered departmental events: research symposiums, colloquia, Orientation, Doctoral Defenses, large scale conferences and departmental social functions serving internal and external faculty and student. Resulted in expansion of research partnership opportunities and promotion of Boston College research programs overall

- Tracked/balanced all program budgets valued at \$5,000 per fiscal year, using Excel database
- Supervised staff of six student employees including recruitment, hiring, scheduling and daily oversight

Delivered results:

- Established Women in Physics mentor program , first iteration, 10 students, to aid in population growth of female youth in STEM sciences
- Executed assessment of Undergraduate Physics faculty and curriculum including creation, distribution and analytics, ensuring that all specified learning outcomes were satisfied

CONFIDENTIAL; Boston, MA

2011-2012

Graduate and Professional Programs

Admissions Advisor/Marketing Coordinator

- Managed all aspects of on campus and off campus information sessions and recruitment events
- Used online event postings, researched first hand, identified market opportunities to expand recruitment efforts in alignment with strategic enrollment goals
- Maintained communication with pool of approximately 284 perspective applicants via all channels (tracked in CRM); while delivering admissions decisions and oversaw course registration for 25 students per semester

Delivered results:

- Consistently met enrollment goal of 25 students per semester, three semesters per year
- Led internal publication efforts focused on annual life cycle of school catalog, social media, and newsletter to enhance overall knowledge of Graduate and Professional Programs

CONFIDENTIAL; Boston, MA

2009 – 2011

Health & Rehabilitation Sciences: Sargent College

Senior Program Coordinator

- Advised 250 health science undergraduate students regarding curriculum, and yearly schedule planning utilizing Banner Audit System; while providing administrative departmental support facilitating recruitment efforts
- Tracked case load of 20+ at risk students, created plans to address academic challenges and matriculation success
- Implemented social media campaign focused on the promotion and accessibility of Health Science related topics to further expand general knowledge of public health and epidemiological, educational and employment opportunities
- Designed and maintained departmental research website showcasing innovations within department viewed by external constituents, prospective and current students, internal faculty, etc.
- Coordinated statewide community service events such as partnering with Boston Health Care for the homeless
- Contributed to yearly departmental strategic by compiling academic data on departmental student population

Delivered results:

- Recruited students by managing seven information sessions per year; matriculation 5-10 students per month
- Increased student enrollment from 230 to 263 2009-10 academic year due to combined departmental efforts resulting in overall growth of department and additional income for university as a whole

CONFIDENTIAL

2007- 2009

Program Coordinator

- Presented program specific information at 30 recruiting sessions per year aimed at increasing student enrollment
- Maintained 300+ student records in Access software for reference of administration and faculty
- Screened diverse student populations for Interpreter Certificate program by testing language skills via repetition exercises; ¾ students accepted

Delivered results:

- Managed responses to inquires - written, phone, and in-person to primarily adults learners, regarding educational offerings within 12 Boston University certificate programs hosting 75+ students each ?

EDUCATION**CONFIDENTIAL**; MS: Advertising

2010

CONFIDENTIAL; BA: Psychology, Minor: English (Dean's List)

2006