

SUMMARY

Student-centered and solutions-driven professional with over 20 years of progressive experience in University administration

- Focused on building faculty, employer and campus partnerships to ensure the academic, personal and professional development of all students including at-risk, non-traditional and high performing populations
- Dedicated to the professional development of staff under my supervision, which has yielded numerous individuals to progress to managerial, faculty and leadership roles for the University
- Consistently deliver results through “outside of the box” thinking, open communication, ability to see the big picture and a passion for collaboration
- Skilled at helping others develop and utilize their natural strengths to work as a team on shared objectives

EDUCATION

UNIVERSITY OF SOUTH CAROLINA

Columbia, SC

Master of Education, Higher Education Administration / Student Personnel Services: May 1993

- Concentrations in Counseling & Administration; GPA: 3.9

Bachelor of Arts in Psychology: May 1991; GPA: 3.5

UNIVERSITY EXPERIENCE

GEORGIA REGENTS UNIVERSITY

Augusta, GA

Advisement & Career Services

Director, Advisement & Career Services (May 2013-Present)

Opportunities for growth and advancement were provided with the consolidation of Augusta State University & Georgia Health Sciences University to create a new research university for the state, Georgia Regents University. I am charged with establishing a centralized Academic Advisement operation for first and second year students to include the integration of Career Services. Provide leadership, professional development and management to over 20 staff, consisting Career Advisors, Academic Advisors and support staff.

- Create synergies between career services and advisement to impact student engagement and success.
- Establish an early alerts system across campus to address at-risk students in a timely and proactive manner.
- Construct office supports, training and resources that result in high student engagement, faculty inclusion and student success.

AUGUSTA STATE UNIVERSITY

Augusta, GA

Career Center (1992-2013)

Director, Career Center (January 2001-2013); **Acting Director** (January-December 2000)

Provide leadership, professional development and management to four full-time staff, consisting of three Career Advisors and an Office Manager to support the career and professional development needs of students.

- Tripled the number of student appointments seen in the office within 3 years
- Generated ~\$30,000 in “soft money” annually to manage core costs for services when current operational levels are comparable to a University with less than half our enrollment

- Moved to a career advisor model versus an employment centered model in to foster the career development of students from point of entry to graduation. In one year the following increases occurred:
 - 40% increase in classroom and campus presentations across all academic areas
 - Resume and cover letter critiques increased 80%
 - Student/employer generated email to the office increased 87%
 - Traffic to our website increased 71%
- Increased service offerings to academic programs and students in the STEM disciplines (Science, Technology, Engineering & Math)
 - Increased Career Center appointments with STEM majors 40% in one year
 - Increased Career Center appointments with Biology majors 57% in one year
 - Implemented annual Allied Health career panels with GHSU to encourage science students to explore options in healthcare disciplines
- Integrated Financial Aid's Student Employment program and Graduate Assistant processing into Career Center operations. We centralized all student job listings to one online portal. Implemented manager and student employment trainings, streamlined inefficiencies with processing hiring paperwork and established an annual Student Employment fair to increase student interest in campus jobs. Initiatives yielded the following in one year:
 - 10% increase in student employment hiring
 - 20% increase in use of Federal Work Study students, reducing the use of operational funds
 - 19% increase in the use of Federal Work Study allocations campus wide
 - University nomination for the University System of Georgia's Champion Award
 - Pre and post surveys demonstrated a 66% increase in manager confidence of student employee training and a 64% decrease in negative perceptions of Federal Work Study hiring

Associate Director Career Center (July 1999 -December 2000); **Acting Associate Director** (May -July 1999)

- Implemented new employer relations initiatives resulting in a 33% increase in full-time career placements
- Restructured career employment programming to increase individualized career advisement
- Partnered with administrators and faculty to expand the graduation survey to improve the assessment, collection and dissemination of data campus-wide

Assistant Director Career Center / Cooperative Education Coordinator (August 1992 - June 1999)

- Rebuilt a University Co-op program that had previously been inactive due to the loss of grant funds
- Secured Adjunct Faculty Status to record Co-op experiences on transcripts
- Doubled the size of the Co-op program in placements and employers served
- Produced six Co-op Student of the Year State winners in seven years of managing the program
- Led the state Co-op committee to incorporate service learning and internships into its mission

Counseling Center

Graduate Intern (January -May 1993)

- Counseled students on personal, academic and career issues
- Conducted a group therapy seminar with couples on “Understanding your Mate” using the Meyers Briggs Type Indicator (MBTI)

UNIVERSITY OF SOUTH CAROLINA

Columbia, SC

Career Center

Graduate Assistant (August 1991-July 1992)

- Counseled and conducted assessments with students on career planning, choosing a major and goal setting
- Provided job search and employment services to upcoming graduates at the bachelor, master and doctoral levels with a heavy on-campus recruitment program

National Center for the First Year Experience & Students in Transition

Practicum (January-May 1992)

- Certified as a University 101 instructor
- Reviewed proposals submitted across the U.S. and abroad for FYE presentations for the international conference
- Assisted in the marketing, planning and logistics of executing the international conference in Victoria, BC Canada
- Offered a graduate assistantship as a result of my practicum work

TRIO Programs

Practicum (January-May 1992)

Talent Search Program

- Worked in the Guidance Department of an inner-city high school with a 99% African American student population, most of them coming from disadvantaged backgrounds
- Consulted with prospective students regarding the admissions and financial aid process for college

Educational Opportunity Center

- Conducted audits of partner agencies in the community to ensure programs were carried out and monitored according to federal regulations
- Assisted satellite offices to establish methods to conduct outreach to adults regarding post-secondary education options and pathways to apply and enroll

HEALTHCARE EXPERIENCE

PALMETTO HEALTH RICHLAND

Columbia, SC

Medical Records

DRG Claims Coordinator (May 1990-July 1992)

- Assigned daily financial reports by hospital administration with the objective to pursue and obtain signatures from physicians needing to complete medical record documentation to ensure proper coding and final billing by the hospital for timely reimbursement on high dollar accounts of complex and/or long stay patient records to improve cash flow
- Position required high initiative, advanced interpersonal skills, persistence and resourcefulness to obtain needed signatures from doctors in and outside of the hospital

CAMPUS & COMMUNITY LEADERSHIP

AUGUSTA STATE UNIVERSITY

- Strategic Planning Committee on STEM initiatives (2010-Present)
- First Year Experience Steering Committee to develop a First Year Academic Seminar (2010-Present)
- Human Resource Advisory Board on the Campus Compensation Study (2011-Present)
- Campus Customer Service Committee (2010-Present)
- Search Committees: Textbook Manager, Campus Bookstore (2007); Human Resource Director (2006); Alumni Relations Coordinator (2003); Coordinator of Disability & Testing Services (2000); Counseling Psychologist (2000); Director of Business Services (1995); Assistant Dean of Students/Director of Admissions, *Chair* (1993)
- Grant Collaborations: Proposals targeting the establishment of a TRIO program, Veterans program, First Year Experience program, African American Male Initiative and STEM initiatives (2009-Present)
- Intellectual Capital Partnership Program / ICAPP (2008-Present)
- Researched benchmark programs for student employment for the President to facilitate new initiatives (2007)
- Facilitate employer focus groups for various academic programs assessing curriculum and degree offerings upon request (2005-Present)
- A Day for ASU Fundraiser for Employers (2003-2009)
- Strategic Marketing Committee for ASU (2003 – Present)
- Presidents Club Donor (2000-Present)
- Nominating Committee for Who's Who Student Leadership (2000-2002)
- Southern Association of Colleges & Schools- ASU Educational Support Sub-committee (1999 - 2001)
- Industrial Liaison Committee (1998 - 2002); Chair (2001-2002) Secretary (1998)
- Grade Appeals Board (1995 & 2000)
- Students Actively Involved in Leadership (SAIL) Instructor (1996 -1999)
- Instructor for a job search preparation course for seniors (1996 - 1998)
- University Hospital Liaison Committee (1994 -1996)
- Student Affairs Staff Development Committee (1992 - 1995)

METRO AUGUSTA CHAMBER OF COMMERCE (1992-Present)

- Leadership Augusta (2005)
- Women in Business Steering Committee (1992 - 1999); *Chair* (1997)
- Ambassador Board (1993 -1996); Membership Drive (1994 - 1996)

SOCIETY OF HUMAN RESOURCE MANAGEMENT, CSRA CHAPTER (2000-Present)

- Board Member (2002-Present); *Communications Chair* (2003-Present); High School-High Tech Committee (2003- 2009); Planned 30th anniversary conference (2003)

GEORGIA ASSOCIATION OF COLLEGES & EMPLOYERS (1992-Present)

- Board Member, *College Director* (2001-2003)
- Georgia Careers Consortium Committee (1999 - 2009); *Sponsor Development Chair* (1999-2004)
- Experiential Learning Committee (1992 -1999); *Chair* (1994-1995)
- Membership Committee *Chair* (1995-1997) Generated the first membership increase in three years
- Strategic Planning Committee (1994 -1995)
- Led the University System of Georgia Career and Co-op Committee (USC-CACE) in 2002, establishing centralized standards for career services benchmarks for all USG institutions; *Vice President* (1994 -1995)

SOUTHERN ASSOCIATION OF EMPLOYMENT IN EDUCATION (1999-2010)

- Board Member (2003-2007); President (2006); President-Elect (2005); Conference Chair (2004)

COMMUNITY INVOLVEMENT

- First Baptist Church N. Augusta (1994-Present); Pre-school Teacher (2006- Present); Personnel Committee (2009-Present); Adult Bible Study Teacher (2002-2004); Finance Team (2001-2004)
- CSRA Employment Networking Group/CENG (2007-Present)
- Greater Augusta Employer Committee (Department of Labor) (2000-2004)
Board Member and Treasurer (2001-2003)
- Mayor's Committee on Employment & Disabilities (2001-2003)
- Safe Communities Coalition (1999 -2000)
- Women's Ministry Conference Committee (1999)
- University Hospital ACE Advisory Board (1994 -1999)
- Rape Crisis / Crisis Intervention Counselor, Volunteer (1990 - 1995)
- American Heart Association, fundraiser & event planner (1994)
- CSRA Foundation on Aging, Board Member (1992 -1993)

ADDITIONAL MEMBERSHIPS

- National Association of Colleges & Employers; Cooperative Education Association; American Association for Employment in Education; Georgia Career Development Association

COMPUTER SKILLS

- Microsoft Word, Excel, Publisher, Access, PowerPoint and Outlook
- Business Applications: PeopleSoft Financials; Works; ADP Payroll; Banner
- Career Center Applications: Symlicity, NACELINK, Experience, SIGI, GCIS, WebCT
- Skilled at learning new systems and building the set-up for functionality
- Strengths in querying systems to obtain data and report generation