

Barbara A. Furr

SUMMARY OF QUALIFICATIONS

An experienced, goal oriented educational administrator with a proven record in leading and motivating. Key strengths include building rapport, maintaining relationships, team building and mentoring others. Experienced in life, career and academic coaching, and retention. An effective listener, skilled presenter, and team oriented professional.

PROFESSIONAL EXPERIENCE

United States Postal Service

Toledo, Ohio

Conflict Resolution Mediator

2007 -Present

- Serve as a Contract Mediator for the United States Postal Services
- Mediate between Management and Union postal workers

PSI Professional Skills Institute

Toledo, OH

Admissions Representative

January 2017-August 2019

- Called, scheduled, interviewed and enrolled potential students
- Managed leads to successfully recruit for various health programs
- Maintained relationship with enrolled students
- Work with other departments to ensure the success of students
- Work to recruit High School students by attending college fairs, setting up information tables and working with counselors

Ivy Bridge College of Tiffin University

Toledo, OH

Success Coach

June 1999-June 2013

- Launched and developed the Success Coach department by being first coach at start up college
- Managed a roster of 120 students that are supported and yield retention
- Conducted one on one meetings with students to set goals and develop action plans for academic, life and career success
- Provided mentoring and support to students pursuing Associates Degrees
- Connected students with various departments including: student accounts, tutoring and transfer services
- Reviewed reports and analyzed students who might be in academic risk to provide specialized support
- Partnered with Career Services Coordinator to offer help for students in areas such as resume writing, interview skills, networking, and performing job searches
- Scheduled student's classes and discussed manageable workload for their semester

High School Outreach Admissions Representative

January 2011-January 2012

- Developed the High School Outreach department
- Promoted Ivy Bridge College in High Schools
- Managed the Post-Secondary Option Program
- Trained 4 new team members
- Reached out to high school students through presentations
- Built and maintained rapport with Guidance Counselors and Teachers
- Motivated team to reach goals

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ITT Technical Institute

Toledo, Ohio

Community Relations Specialist

2005-2009

- Facilitated Career and Job Fairs
- Promoted IIT Tech to area businesses and communities
- Recruited and interviewed students for college
- Actively participated in the startup of new campus locations
- Worked with guidance counselors and teachers on a continual basis
- Built relationships with students and parents

DeVry University

Independence, Ohio
2004-2005

Educational Advisor

- Recruited and interviewed adults and students for college classroom learning and online programs
- Advised students regarding scholarships and financial aid
- Set up college fairs throughout the greater Cleveland and surrounding areas
- Conducted career workshops at three to five high schools per week
- Worked with guidance counselors and teachers on a continual basis
- Managed home based office

Progressive Insurance

Mayfield Heights, OH
2002 – 2004

Claims Subrogator

- Pursued uninsured claimants liable to Progressive’s policyholders
- Negotiated with attorneys and claimant insurance companies for settlements
- Promoted within one year to Senior collector
- Collected from government agencies and businesses that are self-insured
- Exceeded quota of monthly closed files

Sales Agent (Licensed in ***Property & Casualty***)

1999-2002

- Sold insurance in 19 States. Managed new and existing customers
- Consistently rewarded with compensation bonuses

General Mills Inc.

Toledo, Ohio
1981 – 1999

Team Leader

- Lead various teams for success of meeting deadlines and quotas
- Audited plant operations for procedures and quality improvement
- Operated computer machinery and specialized in robotics
- Compiled manuals for training classes

Crisis Pregnancy

Toledo, Ohio
1997-1999

RSVP – Responsible Social Value Program Abstinence Speaker

- Spoke to area youth about the importance of abstinence
- Used demonstrations at community centers and schools

EDUCATION

- **University of Toledo**, Toledo, Ohio
- Bachelor of Science University College – Data Processing and General Business, March 1995

COMPUTER SKILLS

- Microsoft Office 2010: Word, Excel, and PowerPoint
- Hobson’s EMT and Retain, POISE, PowerCampus, and CampusVue