

## Professional Summary

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Stay at home mom looking to resume career in an academic setting. Dedicated and enthusiastic, with a demonstrated interest in students' academic and personal development. Belief in the importance of education and supporting students in an educational environment.

## Skills

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- Verbal and Written Communication
- MS Office
- Critical Thinking
- Organization
- Interpersonal Skills
- Strategic Planning

## Experience

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### Stay at Home Mom

10/2015 to Current

#### Caregiver – Beaver, PA

- Adhered to a routine schedule: kept various therapy appointments in and out of the home for my son
- Followed through with strategies for Speech and Occupational therapies
- Provided instruction and guidance with school work and responsibilities during the pandemic
- Managed budgets

### Call Center Assistant

03/2015 to 09/2015

#### Pennsylvania Cyber Charter School – Midland, PA

- Assisted Admissions personnel with information inquiries, appointment setting, confirmation calls and document gathering
- Logged student technical support request tickets in CRM for support personnel
- Answered telephone calls, determined purpose of callers and forwarded calls to appropriate personnel or department
- Answered questions about PA Cyber and provided callers with address, directions and other information
- Welcomed on-site visitors, determined nature of business, and announced visitors to appropriate personnel
- Monitored and responded to online chat

### Career Placement Specialist

08/2014 to 01/2015

#### Lakewood University – Cleveland Heights, OH

- Provided job resources to aide graduates with job search
- Developed partnerships with businesses for externships
- Monitored progress of students and provided guidance for externships
- Obtained documentation of completion of externship
- Edited and completed contracts for business agreements
- Generated awareness of the value of the College with business leaders in various industries
- Communicated regularly with businesses and students to facilitate filling positions
- Encouraged students to use externship to their advantage

- Maintained high ethical standards

### **Student Success Coach**

11/2013 to 07/2014

**Lakewood University** – Cleveland Heights, OH

- Interviewed, encouraged and motivated students while adhering to college's accreditation standards, policies and regulations
- Developed innovative strategies for increasing student involvement and academic success
- Maintained and/or increased statistics in student graduation and progression through the life-cycle of their academic program.
- Easily established rapport with students of all ages, cultures, and beliefs
- Reviewed and discussed students progress throughout their program while advising them on how to implement time management and studying strategies
- Worked with President, C-level leaders, and Academic Dean of college to implement new ideas for student success and retention as well as marketing initiatives
- Provided information on career opportunities, required educational qualifications, skills and job prospects
- Acted as liaison between students and various departments within college
- Proactive contact to provide quality customer service, and identify at-risk students

### **Scheduler**

11/2011 to 10/2013

**Indie Records Inc** – Cleveland, OH

- Scheduled appointments for music artists to record at different locations depending on budget and venue availability
- Assessed organizational needs and implemented administrative procedures
- Strong communication and rapport-building skills

### **Bartender**

01/2009 to 01/2011

**Lock House 6** – Beaver, PA

- Utilized high levels of energy and superior multi-tasking abilities
- Communicated effectively with management and customers alike
- Maintained a courteous and professional demeanor within the upscale restaurant

### **Receptionist**

01/2008 to 01/2009

**Bufano's Hair Design** – Coraopolis, PA

- Demonstrated proficiency in telephone and front desk reception in high-volume environment
- Maintained inventory/ordered supplies
- Confirmed and changed appointments, stocked merchandise
- Processed cash and credit card payments

## **Volunteer Work**

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**Gateway Rehabilitation Center-** Moon Township, PA

### **Research Assistant (2010)**

Aided in research study by making outgoing calls to former patients to help determine treatment outcomes and the sustainability of recovery by using questionnaire.

## **Education**

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**Bachelor of Science:** Psychology

May 2013

