

Career Target: Human Resources

- **Recognized by peers and managers as high energy, enthusiastic and dedicated employee**
- **Consistent record of assessing problems, quickly developing solutions and gaining buy-in**
- **Innate ability to understand and balance competing needs, and juggle multiple projects**

Skills include:

- Administration
- Event Planning
- Process Redesign
- Orientation Programs
- Policy Design
- Relationship Building
- Training/Teaching
- Internal Communication
- Crisis Management

Professional Experience

ARCADIA UNIVERSITY CENTER FOR EDUCATION ABROAD, ATHENS CENTER 2005–2008
Student Services Officer, Athens Center

Hired into newly created position and charged with establishing new support function for study abroad program that hosts up to 55 US students each semester. Handled numerous challenging interpersonal situations calmly, often liaising between students, parents, faculty and/or Greek authorities. Coordinated complex events, projects and travel while also handling day-to-day issues and crisis management within busy and ever-changing environment.

Overview: Established Student Services function from scratch, leading numerous initiatives that improved the student experience. Overcame initial resistance from program staff, proving the value of the position through actions and results. Successes included:

- **Relocation:** Leveraged own experience of moving abroad to help students navigate complexities of a foreign culture. Eliminated anti-American sentiment among Greek staff by creating positive situations in which students could interact with employees.
- **Event Planning:** Increased participation in events 10-fold by involving students in event planning and marketing.
- **Policy Design:** Created new field trip policy that cut costs 55% while improving student satisfaction.
- **Orientation:** Overhauled orientation program, replacing outdated content with relevant and timely information. Received kudos for new program from students.
- **Administration:** Automated processing of visa applications, reducing time-to-process from days to only 20 minutes. Trained other staff in using same technology to improve their productivity.
- **Communication:** Eliminated confusion by implementing formal communication system for all students including bulletin board, email notifications and website postings.
- **Staffing & Training:** Assisted with recruitment and training of successor in advance of departure – wrote job description, created website for applications, and developed comprehensive training manual.

Teaching Experience:

Taught English as a second language to classes of mixed ability adults (2003–2004) and led semester-long seminar on Greek Culture to 45 undergraduate students in 2005.

Education

BA, English, Amherst College, Amherst MA (2005)
One year study abroad program in Athens, Greece (2003–2004)

Computer Skills:

Microsoft Word, Excel, PowerPoint, Outlook; Basic HTML. Quickly learn new systems and applications.