

Mission Statements

The mission of the Office of Student Information and Services is to provide superior, personalized service to all matriculated students that will improve the quality of their administrative experience at Pepperdine by reducing the time and stress related to handling issues such as bursar, registration and records. Our integrated student support structure and diverse staff provide students with the guidance and tools to understand program requirements; help them to register in a full load of required courses as they are strengthened for lives of service, purpose and leadership; support them to navigate all administrative processes clearly, and provide consistent, superior service to them and all members of the Pepperdine community.

The Academic Advising Center, a subset of the Office of Student Information and Services, is committed to working with every student to find the right major and develop an academic plan culminating with successful graduation. We will encourage the students to find meaningful ways to engage in service and help them to manage their time in order to succeed in their classes as they live out the mission of the University. We will work closely with those in academic difficulty to help them find their best options for success at Pepperdine. We view our relationship with the students as an integral part of the academic experience, and we will meet with them at any or every point of their academic journey and strive to provide them with information that is unique to their particular circumstances, and we serve as their advocate with all administrative issues.

Job descriptions

The Office of Student Information and Services:

- Provides superior service to all students who interact with a member of our team, whether by phone, email or in person.
- Publishes and communicate all registration information including holds and deadlines.
- Works with all students interested in registering, to ensure access to all related options.
- Processes all transcript requests diligently, correctly and quickly.
- Works directly with our U.S veteran community by administering the Yellow Ribbon program, and ensuring compliance with that and all Post GI Bill stipulations.
- Provides academic divisions, faculty and staff colleagues with accurate student information, as well as manners in which to query the information contained in our student information system.

The Academic Advising Office:

- Evaluates transcripts of all admitted students in advance of the deposit deadline.
- Provides superior service to all students who interact with a member of our team, whether by phone, email or in person.

- Creates for each new, matriculated first-year student a complete schedule of required courses reflecting the student's major/minor selection and advanced credit.
- Provides all undergraduate students with at least two academic advisors, as well as an accurate online degree progress system (Degree Audit Report).
- Evaluates all student athletes' progress towards degree to ensure compliance with all NCAA requirements.
- Works with all students interested in registering, to ensure access to all related options.
- Works with all at-risk or probationary students to help them achieve and maintain good academic standing.
- Assists all academically dismissed students in selecting classes that would transfer back to Pepperdine, and actively help them through readmission.

Goals

The Office of Student Information and Services seeks to:

- Enable all eligible students to register in a full load of required courses each term of enrollment, thereby maintaining high retention levels.
- Serve as a central support system for all students related to administrative policies of the institution.
- Ensure student success by working across departments to assist at-risk students.
- Apply all institutional policies transparently and with consistent awareness that the student is the heart of the educational enterprise.
- Provide all students with the information and tools needed to complete all degree requirements in a timely manner.
- Inspire the Pepperdine community to find meaningful ways to engage in service.
- Protect the privacy of each student's records, consistent with all federal guidelines.
- Maintain a public presence on the higher education landscape with membership to and presentations at various national organizations such as ACCRAO, NACUBO, ISSP and NAcAdA.
- Maintain the highest standards of academic excellence, and advocate for each student within that context without undermining the integrity of our mission or processes.

Here is a link to the stated institutional learning outcomes with which our goals are consistent:

<https://www.pepperdine.edu/oie/assessment/institutional-learning-outcomes.htm>

Resources

The Academic Advising Center (AAC), a subset of the Office of Student Information and Services (OSIS), is on the second floor of the main administrative building on our campus, adjacent to admission and financial aid. Our space is adequate, providing a degree of privacy even within a cubicle structure, and we use a small portion of our budget towards plants and candy to increase the material “welcoming” aspect we wish to impart. Each Academic Advising Associate (AAA) has the ability to decorate her/his workspace with family photos, artwork and other decorations to express her/his personality, and make the environment less sterile. In addition, each staff member has a stand-up desk to increase health, mood and productivity.

Our staff of 20 is intentionally diverse, with representation from multiple under-represented demographic groups. In addition, we also have staff from various religious traditions. The inclusion of staff with varied backgrounds increases our ability to meet the needs of our constituents. For example, one staff member routinely proctors foreign language exams for students whose primary language is Tagalog, and others of us are able to counsel students from different faiths that have related questions or concerns. We also want our students to be able to look at our department and see a group that is representative of life in an urban environment, such as Los Angeles.

The AAC is currently staffed by one administrator and three staff advisors, all of whom are female. The administrator has been at Pepperdine for 15 years, and the senior advisor has been here for over 40. Of the other two, one was a previous employee at Pepperdine, then stepped away to work with international students elsewhere, and the other just completed her related Master of Arts program. We provide warm, holistic support to our students, and frequently engage with other support departments to ensure our students have the benefit of every service we provide at Pepperdine.

We spend approximately 91% of our total budget towards salaries of all staff. In addition, as the assessment we conducted is focused on services of the Academic Advising Center related to students not clear to graduate, of note is that the average salary we pay a new advisor is consistent with the median salary for academic advisors (\$45K) as reported by HigherEdjobs.com.

Our 3 advisors (and one administrator) comprise part of a hybrid advising structure that includes faculty major and first-year seminar advisors. Regardless, the median caseload of a full-time professional advisor at a medium school is 333 students (National Academic Advising Association Clearinghouse), much less than the roughly 1000 students for which each advisor in our office is responsible. However, we must also point out that no advisor in our department has met with each of the 1000+ for whom she is responsible. Many students avail themselves of the

online degree audit report, and may meet for brief check-ins with our frontline OneStop staff or their faculty advisors.

Please see the attached organizational chart for more information about OSIS (CVs of staff are attached at the end) as well as the attached table regarding the advising structures of peer schools (using the list from the OIE website: <https://www.pepperdine.edu/oie/accreditation/accreditation-peer-institutions.htm>.)

**Office of Student Information and Services
Pepperdine University**

Associate Vice President & University Registrar
Hung Le

Office Manager
Katy Wheeler

Associate Registrar Student Info & Records
Bryan Reeder

Grade Services Supervisor
Eva Reid

Records Mgmt. Associate
Yvette Reeves

Associate Registrar
Sara Turki

Student Services Coordinator (S.W.A.T.)
Phil Hong

Student Services Coordinator (S.W.A.T.)
Emily Pineda

Associate Registrar University Systems
Dana Papenhausen

Senior Student Services Advisor (OneStop)
Lucas Saucedo

Senior Student Services Advisor (OneStop)
Sara Turki

Senior Academic Advising Associate
Yvonne Carroll

Academic Advising Associate
Anne Marie Avery

Senior Director Student Admin. Services
Andrea Harris

Student Services Advisor (OneStop)
John Wood

Student Services Advisor (OneStop)
Sendy Velasquez

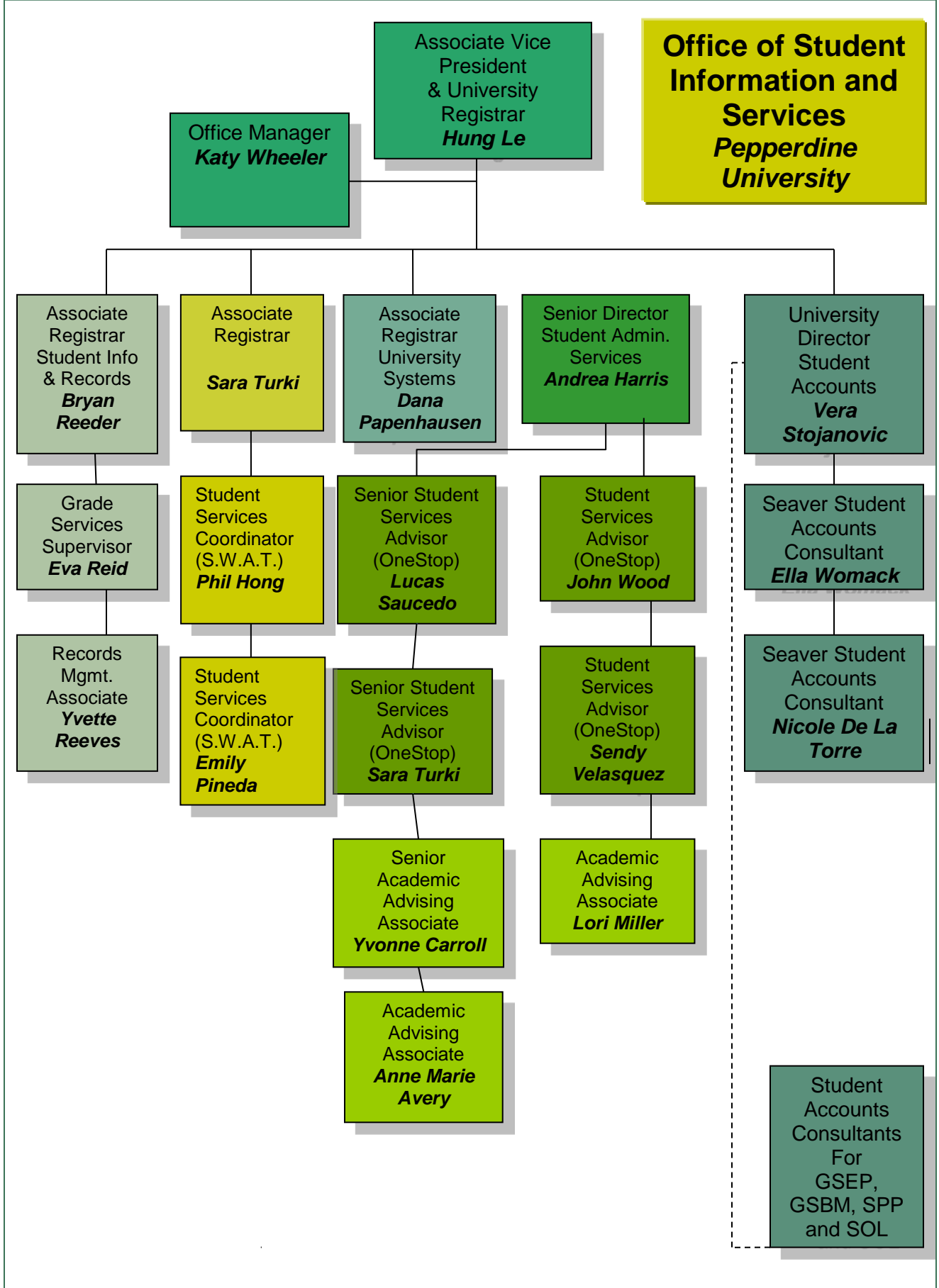
Academic Advising Associate
Lori Miller

University Director Student Accounts
Vera Stojanovic

Seaver Student Accounts Consultant
Ella Womack

Seaver Student Accounts Consultant
Nicole De La Torre

Student Accounts Consultants For GSEP, GSBM, SPP and SOL



Advising Staff and Structure at Peer Schools

School	Size of pop. served	Staff Advisors only	Faculty Advisors only	Both	# of staff	Caseload
Baylor University	1434	X			8 (3 on reduced load)	Under 200 apiece
Calvin College	3746			X	29	6
Loyola Marymount University	6391			X		
Macalester College	2136		X			
Occidental College	2055		X		.5	
Santa Clara University	5499		X			
Southern Methodist University	6452			X	14	160
St. Olaf College	3035		X			
University of San Diego	5774		X			
Valparaiso University	3251			X		
Wheaton College	2391		X			

The Academic Advising Center at Seaver College currently serves 3413 undergraduates with 3 full-time staff advisors and one administrator. Each advisor’s caseload is approximately 1138 students, vs. the figures above at those schools that employ staff advisors. Other schools use faculty and peer advisors.

Student Learning Outcomes/ Assessment

Academic Advising Center Student Learning Outcomes:

1. Students who return after an academic dismissal will develop the skills and support necessary to persist through eventual graduation.
2. Students will understand academic policies and financial aid implications related to repeating coursework at Pepperdine’s Seaver College.
3. Registering new athletes before other new students will result in fewer athletic schedule changes during add/drop.
4. First- and second-year students will have a clear understanding of the advising support available to them.
5. Students whose academic probation results in a registration hold will have a greater chance of clearing probation than those who didn’t have a hold.

SLO	When to Assess	Direct Evidence	Indirect Evidence	Analysis & Reporting
Year 1	Within a year of dismissed student’s readmission	Return to good standing and graduation of students who had been dismissed	N/A	SDSAS, AR
Year 2	After grades in for each term	Which classes are students repeating, and rationale	Peppervine	SDSAS, AR
Year 3	Second month of every fall term	How many schedule changes they or staff made during add/drop	N/A	SDSAS, AR
Year 4	At end of every	Who cleared	N/A	Our office

	fall and spring	advising hold and when		
Year 5	At end of every fall and spring	How many probation go to continued probation	N/A	SDSAS, AR

Self-Study

Introduction

The Office of Student Information and Services (OSIS) is the student administrative services umbrella department comprised of the: Academic Advising Center (Seaver College), Veteran's Administration coordination and NCAA academic certification (all schools), Student Accounts (Seaver College), Student Records and grades (all schools but the School of Law), University Registrar and OneStop, the frontline student services department that primarily serves residential students, staff and faculty in Malibu (and other community members by phone and email). OneStop's staff-members serve as generalists handling basic issues for the other departments mentioned. In addition, they are able to assist with basic financial assistance and housing questions.

In addition to the overarching goal of providing superior customer service to our students, faculty, parents, and other members of the Pepperdine community, OSIS's main responsibilities are retention and the security and maintenance of student records.

Paramount among the responsibilities of the Office of Student Information and Services is the need to employ sound, accurate and supportive advisement and services to increase retention and graduation rates, the goal for our third year assessment after our initial 5-year review. For the purpose of this self-study, we looked in greater depth at students' understanding of their graduation requirements, their status at the time they applied to graduate, and whether or not they were able to resolve their deficiencies in a timely manner. As the spring and summer together are the larger of the graduation populations (as opposed to fall), we opted to focus on data related to our spring/summer graduation. Typically, only about 60-70 students graduate in the fall, whereas we have 600-820 students graduating in the spring/summer together. Finally, of note is that at the end of each graduation audit period in the spring/summer, we may only have 3-4 individual students who never clear their requirements prior to the ceremony. Those students typically return the following fall, and join those who are graduating early, or who started in the spring as part of the 60-70 fall graduates.

In order to provide additional context, the following paragraph will explain the graduation approval system that our department employs. In order to graduate, students must complete 128 units with a cumulative and major grade point average (GPA) of 2.000. They must also complete all major, minor and general education (GE) requirements articulated in the catalog and reflected on the Degree Audit Report (DAR). In the second week of December, OSIS contacts all active students who will have at least 128 units completed by the end of the summer, and we invite them to apply to graduate online by a certain deadline, so that we may notify them of their status prior to the university's winter break. Academic Advisors review the DAR for each student on their respective lists, and then code the student as either clear (PGAA) or no (PGAD). OSIS then notifies the students, giving them time to secure substitutions or waivers or adjust their registration prior to the start of the spring semester. Students who miss this deadline are able to apply using the paper forms on our website, which are also available in person at OneStop.

For the purposes of this self-study, we looked at 5 years of spring/summer graduation data beginning in 2014. Our most recent set is from this last graduation period in 2018. We were very interested in seeing if there are trends related to students who are not clear to graduate when they apply, and whether or not they are able to clear their requirements in order to graduate on time.

The Senior Director of Student Administrative Services (SDSAS), who oversees OneStop and the Academic Advising Center, worked with the Associate Registrar for Technology to secure the data set, and analyze the findings. The SDSAS also wrote the bulk of the self-study with input from other departmental colleagues specifically related to the budget.

Method

We have reliable 4-year graduation data beginning with 2008, and this self-study examined the population of undergraduate students each spring/summer who applied to graduate, beginning in 2014 through spring/summer 2018. For each graduation sequence in the series, we looked at how many students, at the time they applied to graduate, were not clear, as they had not yet met all graduation requirements. We wanted to see how many of the non-clear students eventually resolved their remaining to-dos and were able to graduate that year. We also looked through as much of the bio-demo information as we had in our student system to determine if there were any correlations.

Data from this would help us assess the efficacy of our information and outreach to students about academic progress, university requirements, and related success. It would also help us take a critical look at our actual graduation application and clearance process, as practice related to graduation clearance is cumbersome and time-consuming. We knew that our rationale for implementing an early deadline for students to apply was sound, as it provided those students

who were unclear the opportunity to make schedule changes. However, what if, because it was so early, there were so many more students who were unclear than might have been otherwise?

The table entitled “Graduation Clearance Percentages” shows the relevant information about graduation clearance. Our definition of terms is below.

Definition of Terms

Term: the first 3 numbers denote the year, such that 214 is 2014. The last number is the term (6 = fall, 2 = spring, and 4 = summer)

Total Applicants: Number of students who applied to graduate in those terms.

% unclear who cleared later: Percentage of total applicants who were able to clear their requirements and graduate in the terms selected.

Term	Total applicants	% unclear who cleared later	%Hispanic	%African American	%Asian	%Other Non-White	%Non-US Citizens
2142/2144	645	28%	16%	7%	24%	2%	13%
2152/2154	668	31%	19%	9%	25%	4%	9%
2162/2164	742	37%	17%	9%	20%	5%	7%
2172/2174	803	32%	15%	5%	26%	1%	16%
2182/2184	686	27%	7%	5%	20%	4%	9%

Results and Analysis

- The average percentage of non-clear who eventually graduate in that time period is 31%
 - There is no identifiable reason for why 2016 had 37% unclear, as it also did not have the highest number of applicants in the pool.
 - Given this, we consider that year to be an aberration.
 - The vast majority of our students are able to clear in time to participate in the ceremony and/or actually graduate by the summer.
 - This supports our practice of allowing an earlier application deadline, as it gives students the impetus, and enough related time to resolve their lingering issues.

- It is unlikely that waiting a month would result in a lower percentage, as the students wait until OSIS denies their graduation application before securing the necessary waivers.
- 31% is roughly a third of the total applicants, and making changes for each of them between December and April is a lot of work, given the various deadlines.
 - As we have determined that the early application deadline is preferable, the only resulting change we could make is to educate our students to be more responsible for their records and progress from the time that they matriculate.

Departmental and College Plan/ Recommendations Emerging From the Data

After reviewing the data and findings internally and with members of the Seaver Dean's Office, we have the following action plan:

- We will adjust our communication campaign to include reminders for students to submit transcripts, waivers and substitutions earlier in their Pepperdine career.
 - The email to new students about the DAR could remind them to send us updated transcripts from previous colleges as well as the College Board, et al.
 - The email to students to review their schedules after add/drop each term could remind them to let us know if any of those courses are approved substitutions for different requirements.
 - In this way, we would be able to update the DAR of each student earlier in the process.
 - The student would have more accurate records.
 - The staff would have less to do during that hectic period.
- We have collected disaggregated data that shows the ethnicity, religion, gender, major, and standardized test scores of all students represented herein. We will work with our various campus partners to determine what, if any of the disaggregated data, in conjunction with the attached table, would be beneficial to our efforts in that regard.
- This fall, Seaver will go live with our new advisement software complement, including a downloadable app for students.
 - The software will enable staff and faculty advisors to be more aware of what each one is saying to students.
 - This may help us receive waivers and substitutions earlier in the student's Pepperdine career, leading to a lower percentage of students unclear to graduate.
 - Once we have used this software for several years, we would want to reassess this data.

- We should work with the Office of Institutional Effectiveness to review survey data that may assist our office in increasing the scope of our services or improving those we already offer.

Conclusion

As we are now aware of the prevailing trends related to our graduation clearance process, we are confident that by disaggregating our related data, we will be able to improve our processes to better serve students. In addition, our plans to evaluate our other student learning outcomes will undoubtedly prove similarly beneficial as we consider the ways to improve our department to ensure we are providing superior service to our constituents. Truth has nothing to fear from investigation, and we are thankful for the opportunity to assess our services in a critical manner on an annual basis going forward.

Curriculum Vitae of each staff member in OSIS:

Anne Marie Avery

3423 Crossland Street

Thousand Oaks, CA, 91362

(805) 807-0460 annemarieavery@yahoo.com

HIGHLIGHTS OF QUALIFICATIONS

- 3+ years' experience in higher-education; working closely with students, staff, and administrators
- Proven knowledge and experience advising and counseling college students in various academic programs
- Extensive customer service experience working with a variety of individuals
- Excel at developing and implementing programs as well as communicating with departments
- Understand the importance of confidentiality
- Skilled proficiency in MS Office, and social media platforms (Facebook, Instagram, & Twitter)

EDUCATION

California Lutheran University Thousand Oaks, CA

M.S. Counseling- College Student Personnel, Dec. 2017

California Lutheran University Thousand Oaks, CA

B.A. Interdisciplinary Education Studies, May 2015

- Dean's List- Fall 2014

HIGHER EDUCATION EXPERIENCE

Pepperdine University

Sept 2018-

Present

Academic Advising Associate, Athletics Specialist

- Assist students in interpreting degree requirements and in creating academic plans
- Provide academic counseling/advising to students, including all athletes
- Evaluate student athlete academic records by reviewing Degree Audit Reports and determining continuing eligibility in compliance with the National Collegiate Athletic Association (NCAA) and West Coast Conference (WSC) rules and regulations to produce team certification rosters
- Maintain advising notes on students
- Participate in crafting advising delivery systems
- Provide referrals to university and community support services
- Conduct advising presentations
- Assist in New Student Orientations and with other programs as needed
- Enforce university policies and procedures in regard to registration, graduation, academic deadlines and fees
- Evaluate and process transfer course equivalency
- Evaluate and process placement exam and challenge exam scores
- Clear students for graduation
- Process Credits Committee petitions
- Assist and participate in graduation activities
- Assist with schedule changes, name changes, diploma orders, add/drop and registration periods
- Research student problems (graduation, lost diploma, and/or degree posting, etc.)

- Manage targeted advising messages
- Assist students in locating tutors
- Interpret Seaver policies and procedures to students and faculty
- Oversee, update, and audit PeopleSoft Degree Audit System
- Counsel students regarding graduation, Degree Audit Report problems, transfer credit problems, and other issues
- Perform preliminary and final certifications for all prospective incoming transfer student athletes to determine transferability and Progress Toward Degree
- Participate on Credits Committee for student petitions

Inquisito Solutions

August

2017-Present

Technical Writer

- Proof read, edit, and organize Private Investigations
- Assist with putting together final investigations

Moorpark College

February

2018-Present

Professional Expert

- Assist with outreach and marketing of new CTE Certificates including RBT, Transitional Kindergarten, Hospitality/Branding, Moorpark College High School, Optical Technology AS Degree, EATM and Biotechnology Certifications and Degrees
- Develop and publish fliers, banners, and brochures to promote Career Education throughout campus
- Collaborate with members of Moorpark College departments in effort to increase enrollment

California Lutheran University Undergraduate Admissions

Thousand Oaks, CA

June

2016- Dec 2017

Graduate Intern

- Lead information sessions and individual admission counseling appointments
- Attend local College Fairs for prospective students to come to California Lutheran University
- Attend High School's and Community Fairs for prospective students to apply and enroll at California Lutheran University
- Assist with front desk responsibility such as answering phone calls, greeting walk-ins, checking in patrons for campus tours
- Navigating Undergraduate Applications through programs such as Recruiter and SLATE
- Transfer student PCE completion through Excel
- Assist in event planning, for example T2CLU for transfer students
- Program assessment and evaluation of transfer events
- Reading for non cognitive applications for Undergraduate admissions
- Support with budget handling for multiple events on campus

California Lutheran University Career Services Thousand Oaks, CA

May 2017-

July 2017

Career Counselor Assistant

- Review resumes, cover letters, CVs, LinkedIn profiles and personal statements electronically via CLUpostings.com

- Advise and counsel students and alumni in all academic programs of California Lutheran University pertaining to the individuals needs across the stages of career development
- Create daily posts on Career Services' social media pages, including Facebook, Twitter, and Instagram

Ventura College

Ventura, CA

Student Affairs and Academic Advising Intern

Jan

2016 – May 2016

- Help students with developing an educational plan for their course schedule
- Planning and day of event coordination for Future Pirate Day
- Assist students with navigating their online educational portal (myvcccd.com)
- Enter student data to ensure correct registration dates (over 100 plus students)
- Read transcripts to assist students in creating their Educational Plans
- Clear students' AP scores & graduation applications
- Proctor and assist with Math and English placement testing for high school students

California Lutheran University

July 2015 - Dec

2015

Football Intern

- Inputted student athlete information into the online database
- Provided campus tours and knowledge of the university for recruitment visits
- Social media oversight including: Facebook, Instagram, & Twitter

ADDITIONAL EXPERIENCE

Channel Coast Basketball Officials Association- **Official**

Sept 2014-

Present

Cycle Bar- **CBX**

Aug

2017-Jan 2018

Conejo Recreation and Park District- **Recreation Leader**

Aug

2015- July 2017

California Lutheran University- **Hiring Committee Member (Athletics)**

April 2014-

2015

California Lutheran University Forrest Fitness Center- **Student Worker**

Sept 2013- May

2015

California Lutheran University Athletic Administration- **Student Worker**

July

2014 - May 2015

Yvonne Marie Carroll
2891 Berwick Road
Camarillo, California 93010
805 384-1906

EMPLOYMENT PEPPERDINE UNIVERSITY

08/06 – Present SENIOR ACADEMIC ADVISING ASSOCIATE

- Provides academic counseling/advising to students from the time of their admission through their graduation and beyond
- Assist students in choosing appropriate majors and careers and developing 4-year plans
- Attends The Credits Committee Meetings
- Sends corresponding to students regarding The Credits Committees decision regarding their petition request
- Interpret Seaver policies and procedures to students and faculty
- Assist students in interpreting degree requirements and in creating academic plans
- Maintain advising notes on students assist students in locating tutors, provide referrals to university and community support services
- Assist in New Student Orientations and with other programs as needed
- Train, supervise, and evaluate student employees
- Enforce university policies and procedures in regard to registration, graduation, academic deadlines, and fees
- Update and audit People Soft/Automated Degree Audit System
- Evaluate and process placements exam and challenge exam scores
- Evaluate and process transfer course equivalency
- Help manage Seaver College graduation process
- Counsel and clear students for graduation
- Provide students with solutions regarding People Soft problems, transfer credits problems and other issues
- Assist and participate in graduation activities, schedule changes, name changes, diploma orders, add/drop and registration and assist with Pepperdine People Soft registration
- Research student problems
- Make presentations regarding advising, registration and major selection to various student groups
- Management targeted advising messages, review and update websites

06/03 – 08/06 ACADEMIC ADVISING ASSOCIATE

- Provide academic counseling/advising to students from the time of their admission through their graduation and beyond
- Assist students in choosing appropriate majors and careers and developing 4-year plans
- Interpret Seaver policies and procedures to students and faculty
- Assist students in interpreting degree requirements and in creating academic plans
- Maintain advising notes on students assist students in locating tutors, provide referrals to university and community support services
- Assist in New Student Orientations and with other programs as needed
- Train, supervise, and evaluate student employees
- Enforce university policies and procedures in regard to registration, graduation, academic deadlines, and fees
- Update and audit On Course/Automated Degree Audit System
- Evaluate and process placements exam and challenge exam scores
- Evaluate and process transfer course equivalency
- Help manage Seaver College graduation process
- Counsel and clear students for graduation
- Provide students with solutions regarding On-Course problems, transfer credits problems and other issues
- Assist and participate in graduation activities, schedule changes, name changes, diploma orders, add/drop and registration and assist with Pepperdine Xpress registration
- Research student problems
- Make presentations regarding advising, registration and major selection to various student groups
- Management targeted advising messages, review and update websites

08/90 – 06/03 ACADEMIC PROGRESS ANALYST - Office of the Registrar

- Oversaw and audited all On-Course activities by the academic offices and divisions to ensure accuracy in students' progress toward graduation.
- Provided graduation advising through On-Course maintenance and individual counseling sessions.
- Maintained On-Course accuracy through internal and on-line audits of related reports.
- Cleared students for graduation and posted degrees after a detailed analysis of the On-Course audit.
- Trained new Academic Progress Analysts and supervised student workers.
- Evaluated and processed all incoming transcripts for currently enrolled students. Evaluated and processed all placements, challenge, advance placement, and CLEP exam scores.
- Enforced all University procedures and policies regarding registration, graduation, add/drop, withdrawal requests and fee assessment.

04/83 – 07/90 ACADEMIC PROGRESS COODINATOR - Office of the Registrar

- Updated credit summaries for all undergraduates and mailed copies to students and division/program offices.
- Scheduled graduation appointments and met with undergraduate students individually to inform them of academic requirements and deficiencies toward degree requirements.
- Inputted and evaluated all transfer work on the system.
- Responded to inquiries from students by phone, mail, or in person.
- Participated in arena registrations, graduations, and inputting of registration, add/drop, and withdrawal requests as well as assessed related fees.
- Assigned and monitored student's work projects.

**01/82 – 03/83 SEAVER GRADUATION/REGISTRATION COORDINATOR –
Office of the Registrar**

- Audited the Add/Drop change register.
- Identified and coordinated the resolution of all students who registered and were not current but reflected on the Student Data Base.
- Received and audited the input of all course schedules and course catalog documents on the Harris Univac Information Management System.
- Batched and academically validated registrations.
- Coded documents for input and participated in advance and arena registration.

08/82 – 12/82 DATA MANAGEMENT ANALYST – Office of the Registrar

- Used the Harris Univac Word Processor and Nippon NEC Spin-writer to process letters, charts, and logs.
- Inputted and maintained the on-line catalog and course schedules.
- Assisted in maintenance of the office goal table and the office weekly calendar of events. Typed letters of correspondence and other documents, which involved inputting variables into the computer, prepared printer instructions, and registration checklist.

**06/80 - 07/82 SENIOR VETERANS' AFFAIRS/VERIFICATION LIASON
Office of the Registrar**

- Provided training and oversaw VA/Verification coordination.
- Verified student's enrollments, degrees, grade point averages, and academic information.
- Maintained student's permanent files, certified veterans enrollment to Veteran's Administration.
- Audited VA files and updated data on the computer. Audited and released students' confirmations.

06/77 - 05/80 VETERAN'S COORDINATOR - Office of the Registrar

- Typed certification forms and 'cert' letters to students.
- Transcribed certification information to student files and reviewed files for completeness and accuracy.

- Typed file labels, master file index cards, internal file information sheets, and updated mailing lists.

NICKIE

Evan S. Gold
952 Alexandra Ct
Oak Park, CA 91377
(818) 456-2604 evangold@alumni.usc.edu

EDUCATION

Graduate of University of Southern California, Los Angeles, CA
Dana and David Dornsife College of Letters, Arts and Sciences

Bachelor of Arts, Sociology
Dean's List
December
2015

EXPERIENCE

Pepperdine University, Malibu, CA
Present
June 2017-

OneStop Student Advisor

- Interact with 30-40 students per day assisting with advising question.
- Registrar responsibilities.
- Assist with student account inquiries. Process tuition payments.

College-Concierge, Agoura Hills, CA
June 2017
August 2016 -

Senior Marketing Manager

- Interviewed 100s of students to build sales team
- B2B Sales with Universities and ELS's
- Managed most employee issues of recruiting/hiring, supervising, and coaching
- Maintained low turnover while fostering employee growth

Sur La Table, Westlake Village, CA
2016
May 2012-July

Floor Lead and Sales Associate

- Created storage shelves, maintained inventory and developed a new method of breaking down pallets by organizing boxes reducing trips to the dumpster.
- Achieved store sales targets every December by 103- 118%
- Developed loyal customer following.
- Enabled team members to work in a safe environment by moving heavy objects from higher shelves.
- Organized recycling program adopted by other shifts by placing a bin with a large recycling symbol on it and I would collect every week to then recycle at a local center.

PROFESSIONAL SKILLS

- PeopleSoft Proficient
Foreign Languages: Proficient in Spanish
- Computers: SPSS, Microsoft Word, Excel, Power Point and Internet research.
- Expansive knowledge of car industry.
- Manage Sales team
- CRM Experience

MEMBERSHIPS & VOLUNTEER

- Delta Chi Fraternity
- Westside German Shepherd Rescue May 2013 - May 2015

Evan S. Gold
952 Alexandra Ct
Oak Park, CA91377
(818) 456-2604 evangold@alumni.usc.edu

REFERENCE LIST

Andrea Harris

Senior Director, Student Administrative Services

24255 Pacific Coast Highway
Malibu, CA 90263

Phone: (310) 506-6148

Email: andrea.harris@pepperdine.edu

Relationship: Andrea has continued to act as my supervisor and mentor the last year and a half while acclimating to the higher education industry. She has helped me foster my passion for helping students in a transparent manner.

Brett Lippel

CEO and Founder

College-Concierge
20830 Dorothy Rd Ste 302
Agoura Hills, CA 91360

Phone: (818) 802-3240

Email: brett@college-concierge.com

Relationship: Brett noticed my work ethic while searching for potential employees to help him with his start up assisting international students acclimate to higher education. I served as his second-hand man with the start up we created called College-Concierge.

Michael Simmons

SR. HR MANAGER, SSG – SITE SERVICES (SW/MW/EAST)

BOEING

Address: 3003 West Casino Road

Everett, WA 98204

Phone: (425) 583-6691

Email: mikeusc85@hotmail.com

Relationship: Mike has been my mentor for ten plus years. He has helped me overcome barriers and has been a resource and support system while transferring to USC and finishing my degree.

Shani Casella

STORE MANAGER

SUR LA TABLE

Address: The Promenade, 4050 East Thousand Oaks Blvd.

Thousand Oaks, CA 91362

Phone: (503) 753-6681

Email: SM010@surlatable.com

Relationship: Shani has been the lead store manager since November 2014. She has elected me to assist other members when they need help as well as train new. She is familiar to my work ethic and commitment to a loyal customer following.

Suzanne Shapiro

RESOURCE SPECIALIST

RAMONA ELEMENTARY SCHOOL

Address: 804 Cooper Rd,

Oxnard, CA 93030

Phone: (661) 257-4540

Email: sshapiro@castaic.k12.ca.us

Relationship: Suzy has been a life mentor while in high school and college. She is familiar of my strengths and weaknesses as a student and sales associate. She has been an outlet for support and guidance.

Andrea Gillie Harris
6925 Gazette Ave
Winnetka, CA 91305
andrea@lalandscapes.com
818 648 5310

EDUCATION

University of Pennsylvania, Graduated 1995

- BA – English, with an emphasis in Theatre Arts

EMPLOYMENT

Senior Director, Student Administrative Services, Pepperdine University (6/06 – Present)

- Direct, plan, organize, supervise, and manage the functions, processes, and services provided by the Academic Advising Center and OneStop
- Create and schedule all communication to Seaver students regarding registration, graduation and other deadlines
- Create and maintain Degree Audit System in PeopleSoft, and troubleshoot all related issues
- Proactively identify and counsel at-risk students
- Mediate between students and faculty and students and staff as well as assist students in resolving grade disputes
- Participate in staff selection, hiring and performance review
- Assist in the development and implementation of the Faculty Advisors Training and provide ongoing related administrative support
- Assist faculty advisors in interpreting statistical data that affect academic advising and provide them (and division office managers) with accurate advisee lists prior to pre-registration period
- Create and update articulation agreements with two-year schools
- Oversee transfer course evaluation process for all incoming Seaver College students, including Degree Audit preparation and communication
- Implemented and oversee advance registration of incoming first-year students using PeopleSoft
- Serve as member of Seaver Academic Council and Student Care Team
- Coordinate Seaver College Credits Committee and oversee entire exception request process
- Counsel students on academic matters including, but not limited to: information about curriculum, Seaver policies and procedures, degree audits, transferability of coursework,

choosing majors and careers, creating four-year plans, "what if" degree audits for students exploring changing majors, faculty advisors, contract majors, available student services, and action plans for those students on academic probation

- Participate in New Student Orientation (bi-annually) with presentations to the new student body regarding academic advising, smaller discussions with those students who have yet to declare a major, dissemination of student schedules and oversight of the schedule change process
- Design and conduct advising presentations to classes and clubs

Director, Academic Advising Center, Seaver College, Pepperdine University (11/03 – 5/06)

- Direct, plan, organize, supervise, and manage the functions, processes, and services provided by the Academic Advising Center
- Provide orientation, training, leadership, direction, and managerial support to staff of three academic advisors and numerous peer advisors
- Participate in the development, enhancement, and expansion of Seaver College's Academic Advising Program
- Lead in creating delivery systems for advising
- Proactively identify and counsel at-risk students
- Mediate between students and faculty and students and staff as well as assist students in resolving grade disputes
- Participate in staff selection, hiring and performance review
- Evaluate and decide upon readmission application of students who have been gone for more than two terms, but less than two years
- Assist in the development and implementation of the Faculty Advisors Training and provide ongoing related administrative support
- Provide annual curriculum/catalog changes in proper manner to incorporate into degree audits
- Participate in Office Managers meetings on academic concerns
- Disseminate curriculum/catalog changes to OSIS, Admissions, One Stop, Faculty, and others
- Assist faculty advisors in interpreting statistical data that affect academic advising and provide them (and division office managers) with accurate advisee lists prior to pre-registration period
- Create and update articulation agreements with two-year schools

- Oversee transfer course evaluation process for all incoming Seaver College students, including Degree Audit preparation and mailing
- Evaluate all transcripts of potential student athletes prior to admission process to ensure they will meet minimum NCAA requirements
- Audit recording on SIS and transcript of classes taken as part of an International Program using system I co-created with the Associate Registrar
- Oversee advance registration of incoming first-year students using process I helped create and develop
- In conjunction with OSIS, coordinate new pre-registration system which breaks up registration periods by earned units
- Coordinate the advisement of all students who are unable to meet with their faculty advisors prior to pre-registration
- Edit academic policies and procedures for each semester's class schedule
- Serve as representative to Seaver Academic Council
- Coordinate Seaver College Credits Committee and oversee entire exception request process
- Serve as proofreader for the Seaver Academic Catalog
- Counsel students on academic matters including, but not limited to: information about curriculum, Seaver policies and procedures, degree audits, transferability of coursework, choosing majors and careers, creating four-year plans, "what if" degree audits for students exploring changing majors, faculty advisors, contract majors, available student services, and action plans for those students on academic probation
- Participate in New Student Orientation (bi-annually) with presentations to the new student body regarding academic advising, smaller discussions with those students who have yet to declare a major, dissemination of student schedules and oversight of the schedule change process
- Design and conduct advising presentations to classes and clubs
- Review, archive, and expunge student academic advising records in coordination with the Academic Records Supervisor
- Review and update all Academic Advising Center written materials including website contents
- Manage targeted advising messages via the PepperdineExpress

Director of Transfer and Graduate Admissions, *University Of Judaism* (8/01 – 11/03)

- As second in command under supervision of the Dean of Admissions and Financial Aid, managed day to day operations of the office including budget oversight, policy compliance, and personnel issues
- Managed department of three full- and two half-time staff members as well as numerous staff interns
- Managed admissions process for all transfer and graduate students including screening, interviewing and academic advising
- Directly contributed to 50 percent growth of University's undergraduate student body
- Coordinated admission committee comprised of staff, faculty and other administrators
- Counseled students on academic matters including, but not limited to: information about curriculum, University policies and procedures, degree progress, transferability of coursework, choosing majors and careers, creating four-year plans, , faculty advisors, available student services, and action plans for those students on academic probation
- Provided further academic, career and personal counseling and support to new students as a University of Judaism Partner
- Served as point-person for students experiencing academic or personal difficulties
- Established relationships with 5 community colleges in California
- Created and updated articulation agreements between University and other colleges in California
- Worked with administrations of community colleges to ensure seamless academic and personal transitions for students
- Evaluated transcripts of all incoming transfer students
- Designed and implemented the Degree Partnership Program between the university and West Los Angeles College
- Provided academic, career, financial aid and personal counseling to all University prospects
- Publicly represented the University via lectures, speeches, personal appearances and motivational speaking engagements

Grants Associate, *Steven Spielberg's Shoah Foundation* (10/00 – 8/01)

- Wrote grants and grant proposals for major gift donors, foundations, corporations and government agencies
- Researched, designed, proposed and helped arrange theme collections for donors based on testimonies from certain geographic areas, ethnic groups or containing similar experiences
- Created and updated department's portion of website
- Created and implemented streamlined stewardship reporting procedure
- Wrote comprehensive stewardship reports
- Assisted in development and completion of expenditure reports
- Developed proposal budgets
- Served as liaison to Holocaust survivor and Foundation benefactor communities

Project Coordinator, *Steven Spielberg's Shoah Foundation* (2/00 – 10/00)

- Worked with grade- and high-school educators from around the world to develop new ways of teaching Holocaust-related materials to their students
- Maintained relationships with the Foundation's repositories, including, primarily, with personnel at the Simon Wiesenthal Center (SWC)
- Trained SWC staff and docents on software usage and overarching educational goal of the installation
- Fact-checked testimony text to assure consistency and veracity
- Assured the quality of proprietary video software prior to installation at SWC
- Translated Hebrew and Spanish documents for the entire foundation
- Solidified interdepartmental relationships
- Organized and maintained all paperwork pertinent to projects

Technology Administrative Coordinator, *Shoah Foundation* (8/99 – 2/00)

- Responsible for executive administration, including all contracts, files and correspondence
- Maintained relationships with key technology vendors, (e.g. Unisys Corporation, EMC, SGI)
- Maintained relationships with top government and academic institutions (e.g. NSA, NSF, UCSD)
- Wrote all technology correspondence and publicity materials, including application for Smithsonian Award (1999) and all presentation slides and text for various conventions and seminars
- Provided technical support for entire Foundation
- Acted as point of contact for intra-departmental human resources issues

Copywriter, *MCA Records* (8/96 – 12/97)

- Wrote trade and consumer copy for all bands on the MCA roster, as well as institutional, congratulatory and company image ads
- Compiled and organized a 1-sheet to pique retail interest for every new album, with strict guidelines for being concise and engaging
- Worked with marketing and art directors to design packages in keeping with artists' images

Editor, "*Amp*" Magazine, *MCA Records*

- Wrote all text for full-scale, online magazine aimed at readers of all ages
- Interviewed artists (including Mary J. Blige and Blink-182) for future spreads
- Reported about artist concerts and showcases
- Worked closely with artists and their management to create truthful, yet amusing copy
- Solicited and compiled consumer opinions on topics ranging from global issues to personal lifestyle choices
- Proofread and edited on-screen copy

ADDITIONAL QUALIFICATIONS

- Member of NACADA (National Academic Advisement Association), and previous Chair of its probation/dismissal and reinstatement Interest Group, AACRAO, and PACRAO
- Probation and student service presentations featured at numerous national NACADA conferences
- Published in several NACADA journal articles
- Featured in the cover story about retention in the April 2012 issue of *The Successful Registrar*
- Proficient with Microsoft Office on both Windows and Macintosh, including extensive use of Microsoft Outlook for managing email, contacts and meetings/appointments; FileMaker Pro, and various Web-related applications
- Proficient with PeopleSoft, SCT/SIS, Stellent, Optika, Kronos, and NOLIJ
- Trilingual: English, Hebrew and Spanish
- Extensive theatrical/musical performance and management experience
- Experience working with physically and mentally handicapped individuals, including those with moderate to severe learning disabilities

Philip Hong
5305 Parmor Rd. Apt. 10
Calabasas, CA, 91302
(949) 315-5979
philiphong16@gmail.com

Education

Pepperdine University 24255 Pacific Coast Highway Malibu, CA 90263	B.A. in English Education Teacher's Credentials (specialized in English)	2012-2016
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Work Experience

Pepperdine University 24255 Pacific Coast Highway Malibu, CA 90263	Student Services Coordinator	2017-Present
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- Complete order fulfillment for academic materials
- Guide alumni and current students on ordering academic materials
- Advise undergraduate students during their academic career
- Coordinate with other departments to implement new software
- Create new guidelines for outdated processes
- Manage department's student workers

Calabasas High School 22855 Mulholland Hwy, Calabasas, CA 91302	High School English Teacher	2016-2017
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- Teach Sophomores and Juniors complex analysis of the English language
- Respond efficiently to Emails in a professional manner
- Strategize with staff and administration with interpersonal and administrative issues

Pepperdine University 24255 Pacific Coast Highway Malibu, CA 90263	Student Equipment Manager	2014-2016
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- Address with miscommunication or incorrect reservations
- Strategically plan rearrangement of equipment

Pepperdine University
24255 Pacific Coast Highway
Malibu, CA 90263

Convocation Office Worker

2013-2014 Fall

- Coordinate between convocation staff and student cliental to perform corrective actions
- Evaluate and write on the effectiveness of convocation events

Pepperdine University
24255 Pacific Coast Highway
Malibu, CA 90263

Jumpstart Corps Member

2012-2013

- Teach at under-privileged schools
- Coordinate with team leader for future lessons

Volunteer Experience

14220 Culver Drive, Suite D
Irvine, California 92604

Tae Kwon Do Leader Volunteer

2011-2012

- Teach full 45 minute class

City of Mission Viejo

Event Coordinator

2011-2012

- Organize all volunteers for city events
- Respond back to city council about event
- Monitor the event, organize volunteers, and respond to new problems regarding volunteers

References

Matthew Robinson: Camera Checkout Manager

310-506-4276

Sara Turki: Associate Registrar

310-506-6129

Kim Cary: Information Technology: Information Security

310-506-4040

Skills

Proficient in Korean

Technology: Proficient knowledge of Prezi and SMART Board

Advanced knowledge of Microsoft Office, Google Office Suite, PeopleSoft, Etrieve, and Kronos

Hung V. Le

Associate Vice President & University Registrar
Office of Student Information & Services
Pepperdine University
(310) 506-6115 • fax (310) 506-7203
hung.le@pepperdine.edu

EDUCATION

Pepperdine University, Graduate School of Education & Psychology

Master of Arts in Educational Technology, 2003

Pepperdine University

Bachelor of Science in Business Administration, 1987, summa cum laude, Valedictorian

EXPERIENCE

Associate Vice President & University Registrar, Pepperdine University

August 2003 – Present

- Oversee and manage integrated student administrative services for the University including
 - Registrar
 - Academic Records
 - Veterans Services
 - NCAA Academic Compliance
 - Student Accounts
 - Academic Advising for the undergraduate, liberal arts school
 - OneStop
- Serve on the University Academic Council
- Member of the University Management Committee
- Member of NCAA Compliance Committee

Director of Student Administrative Services, Pepperdine University

May 2000 – August 2003

- Assisted in the development and implementation of an integrated approach to delivering student services, utilizing resources within the University as well as outside information and experience to better serve our students while improving the way we conduct business
- Developed and implemented cross-training program of staff to enhance service to students
- Coordinated efforts of various university departments in delivering quality student service
- De-centralized Student Accounts to enhance service
- Oversee the billing systems for student accounts
- Continue to serve as the overseer of all student accounts and related policies and practices
- Evaluate and make recommended changes regarding student services policies and practices
- Direct and manage operation and budget for Student Administrative Services as well as Student Accounts

- Assist the Vice President for Finance and Administration in development and implementation of student service initiatives

Adjunct Faculty, Business Administration Division, Seaver College, Pepperdine University
February 2001 – December 2002

- Designed syllabus for and taught *Principles of Marketing*
- Designed curriculum for and scheduled to teach Freshman Seminar (*Leading With Soul*)

Director of Student Accounts, Pepperdine University

October 1998 – May 2000

- Responsible for management of all university student receivables and related systems/processes. Student receivables account for as much as 80% of total university's operating cash inflows.
- Managed collection department
- Directed operation of 10-person staff serving over 8000 students, their families, and other constituents
- Developed and implemented new billing process for all university students
- Continual evaluation and development of effective administrative policies and practices
- Coordinated efforts to streamline and re-engineer the ways and manners which services are administered to students and other constituents
- Coordinated inter-departmental policies and procedures to best balance the needs of the students with the requirements of the university
- Redesigned and implemented new billing system
- Coordinated student account practices for all five schools of the University
- Handled student receivables' policy exceptions

Acting Director of Volunteer Center, Seaver College, Pepperdine University

August 1993 – April 1994

- Managed and coordinated over 30 different on-going service programs as well as special service projects, while also serving as **Associate Director of Campus Life**
- Developed and implemented emergency crisis response service plans to deal with crises that arose, including brush fires, earthquake, floods and mudslides
- Initiated service projects with cities of Malibu and Los Angeles as well as the Federal Emergency Management Agency (FEMA)
- Engaged in active fundraising efforts for programming monies
- Managed and developed student leadership for each of the on-going program as well as special events
- Began the development of Service Learning

Associate Director of Campus Life, Seaver College, Pepperdine University

August 1990 – October 1998

- Managed and coordinated Convocation and Daily Chapel programs (August 1990 – September 1991)
- Designed, developed, and directed New Student Orientation programs for all incoming undergraduate students; increased involvement of upperclassmen in orientation from 60 to over 200 within 3 years
- Deliberate enhancement of critical symbols and traditions to increase school unity, pride and spirit
- Assisted in the coordination of college-wide effort to integrate the curriculum with the co-curriculum

- Directed and coordinated all-school activities and events (i.e. Christmas Dinner Celebration, Family Weekend, Graduation Brunches and graduation related activities, etc...)
- Developed and directed student leadership training
- Counseled students in areas pertaining to student life, spiritual life, academic matters, and career planning
- Assisted Director of Campus Life in disciplinary issues and procedures
- Coordinated efforts of Parents Association to best serve college needs and involvement

Assistant Vice President, Prounis Consulting Group, Inc.

May 1989 – August 1990

- Member of original Board of Directors for start-up company
- Provided discovery support for multiple law clients concurrently, including document productions, inventory repository/records management, and flow of documents during litigation process
- Developed strategic plan for division
- Supervised and coordinated activities of three separate departments, up to 150 staff and supervisors
- Managed budgets for departments and projects
- Coordinated assignments and tasks with other functional areas to ensure quality client service
- Assigned, prioritized and reviewed work of supervisory and staff consultants. Prepared status reports of engagements. Evaluated and counseled consultants on job performance
- Developed company recruiting strategy and process

Legal Information Systems Consultant, Arthur Andersen & Co.

August 1987 – May 1989

- Coordinated functions of litigation discovery as well as the extraction of information from documents to be used in building legal databases. Supervised staff as large as 200
- Planned, organized and supervised major document productions under extremely tight deadlines. Coordinated interactions among clients, associates, and vendors
- Managed budget and allocation of resources
- Assessed personnel, projects, policies and procedures

Student Campus Minister, Malibu Church of Christ

May 1985 – August 1987

- **Managing:** Coordinated and managed office operations and office support team. Conducted weekly planning organizational meeting with staff and administrators. Maintained records and evaluations of all events for regular reports to elders
- **Programming:** Implemented and organized over 15 Bible study groups. Planned, organized and coordinated semi-annual campus-wide retreats, participation increased 30% over 1983-84. Initiated and published weekly campus-wide newsletter. Created advertising and marketing campaigns to increase student awareness. Generated student involvement in church-sponsored activities, increased student participation by 200% over 1983-84
- **Counseling:** Provided personal and academic counseling to students. Taught Bible classes and led group discussions

HONORS

Helen Pepperdine Distinguished Service Award, David Lipscomb Service Award, Wave of the Year, Valedictorian (Seaver College of Pepperdine University – 1987), Who's Who Among American Universities and Colleges, Alpha Chi National Honor Society, National Dean's List Scholarship Winner (one of 25 nationally), United States Achievement Academy, Recipient of Seaver College Most Outstanding Senior Man Award (1987), Most Outstanding Business Administration Student (1987)

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

- Institute for Student Services Professionals (ISSP)
- National Academic Advising Association (NACADA)
- National Association of College and University Business Officers (NACUBO)
- Society for College and University Planning (SCUP)
- National Consortium for Continuous Improvement (NCCI)
- American Association of Collegiate Registrars and Admission Officers (AACRAO)

PROFESSIONAL PRESENTATIONS

- *Building Environments That Build Up People: Minimizing Frontline Staff Burnout*
- *Edifying Leadership: Strengthening People for Effective Service*
- *On Expertise: Leading People Effectively Through Feast or Famine, Calm or Storm*
- *Creating and Sustaining One Stop For Student Administrative Services (presented in collaboration with Paula Gill - Associate Vice President at Belmont University, Julie Selander – Director of One Stop at the University of Minnesota, Frank Claus – Associate Vice President of the University of Pennsylvania (retired))*
- *Mission Possible: Integrating Student Services*
- *Transformational Leadership: Effecting Change and Ensuring Effectiveness of Change*
- *Leadership For Change: Growing in the Wilderness*
- *People Tend To Support What They Help Create: Integration Through Collaboration (presented in collaboration with Carmen Vazquez, Vice President for Student Affairs at the University of San Diego)*
- *Integrating Student Services: Fulfilling Our Student-Centered Mission*
- *Integrating Academic Advising with Administrative Services: Is It A Myth, Dream or Reality (presented in collaboration with Andrea Harris – Senior Director of Student Administrative Services for Pepperdine University)*

COMMUNITY & SERVICE INVOLVEMENT

- University Church of Christ, member and elder
- Malibu High School and Middle School PTA
- Made in the Streets, Kenya
- Union Rescue Mission
- Standing on Stone (SOS) Ministry for the Homeless Communities of Malibu and Santa Monica
- Malibu Labor Exchange

Lori B. Miller
5221 Edgeware Drive, Calabasas, CA 91301
818-661-7029
lorimiller116@gmail.com

EDUCATION

- May 2000** **M.A. Linguistics/ESL**
California State University, Long Beach
Long Beach, California, USA
- July 1995** **TEFL (Teaching English as a Foreign Language) Certificate Program**
University of California, Los Angeles
Los Angeles, California, USA
- May 1989** **Bachelor of Arts, Major: Sociology, Minor: Business**
Whittier College
Whittier, California, USA
Foreign study: University of Copenhagen, Denmark, 1987-88

WORK EXPERIENCE

October 2018-Present
Pepperdine University, Malibu, CA
Academic Advising Associate

- Assist students in interpreting degree requirements and in creating academic plans
- Provide academic counseling/advising to students, including all athletes
- Maintain advising notes on students
- Participate in crafting advising delivery systems
- Provide referrals to university and community support services
- Conduct advising presentations
- Assist in New Student Orientations and with other programs as needed
- Enforce university policies and procedures in regard to registration, graduation, academic deadlines and fees
- Evaluate and process transfer course equivalency
- Evaluate and process placement exam and challenge exam scores
- Clear students for graduation
- Assist and participate in graduation activities
- Assist with schedule changes, name changes, diploma orders, add/drop and registration periods
- Research student problems (graduation, lost diploma, and/or degree posting, etc.)
- Manage targeted advising messages
- Assist students in locating tutors
- Interpret Seaver policies and procedures to students and faculty
- Oversee, update, and audit PeopleSoft Degree Audit System
- Counsel students regarding graduation, Degree Audit Report problems, transfer credit problems, and other issues

October 2012-October 2018

ELS Language Centers, Thousand Oaks and Santa Monica, CA

June 2013-March 2014, April 2015-June 2015, April 2016-June 2016, June 2018

Academic Director/Interim Academic Director

Responsible for all operations concerning the academic program in the following capacities:

- Student advising: academic progress, university transfer, immigration, personal issues
- Hiring, training, development and dismissal of instructional staff
- Development and implementing the curriculum; the testing, placement and evaluation of students; and the scheduling of classes.
- Developing and maintaining the instructional budget.
- Assisting with the management of special programs
- Submitting required academic reports to universities, sponsors and the corporate office.
- Maintaining Center operations in the absence of the Center Director.
- Supervising the Assistant Academic Director, 20-25 full-time and part-time instructors

October 2012-June 2013, March 2014-Present

Instructor/Substitute Instructor

Taught the following English as a Second Language courses in the intensive English program from beginner to advanced levels: Structure and Speaking Practice, Reading and Writing, Vocabulary, and Language Technology Center. Designed course materials and exams to meet the needs of the specific courses and student populations.

March 2012-December 2012

UCSC Extension-Silicon Valley, International Programs, Santa Clara, CA, USA

International Academic Program Coordinator (Consultant)

Responsible for assisting in the development of the International Undergraduate Preparation Program (UPP) in the following capacities:

- Designing curriculum and academic schedule
- Writing course descriptions and objectives
- Developing application materials and admission standards
- Writing clear academic policies and creating supporting materials
- Writing the text for the website, brochure and other marketing materials
- Recruiting instructors

August 2009-June 2010

Educational Consortium Institute, Irvine, CA, USA

Area Coordinator

Monitored and supervised international high school students placed in U.S. high schools through the U.S. Student Exchange Visitor Program. Located appropriate high schools and made arrangements for student acceptance and enrollment. Recruited host families and placed students in local homes. Monitored student academic performance and homestay experience and prepared monthly evaluation reports.

July 2000-September 2008

University of California, Santa Cruz Extension, Santa Cruz, CA USA

English Language and International Programs (ELI)

UCSC Administrative Experience:

May 2008-Sept. 2008 Assistant Director

Managed daily operations for the Intensive Academic English Program and professional programs in the following capacities:

- Provided vision for program development and developed curriculum for ELI domestic and offshore open enrollment and contract programs.
- Monitored all aspects of the academic programs including: curriculum design, syllabi review, scheduling, textbook selection and teacher training.
- Oversaw both the academic and student services functions to create synergy and ensure efficiency and the best student experience in and out of the classroom.
- Supervised the ESL academic team (instructors and coordinators) as well as the student services staff who consisted of the Admissions & Immigration Coordinator, the Financial Coordinator, International Program Coordinator, and the ELI Program Host.
- Headed the recruitment of all staff and faculty within the department.
- Worked closely with the Director and Financial Coordinator to ensure that expenses were kept on target and monitored on a regular basis.
- Supported marketing by submitting catalog planning summaries, correcting proofs and editing the website. Assisted in planning and executing marketing events.

July 2001-May 2008 Academic Coordinator

Managed the academic side of the Intensive Academic English Program, Short-Term Contact Programs, Advanced English Program for Non-Native Professionals, International Teaching Assistant (ITA) Training Program, and On-Line English Courses in the following capacities:

- Course creation and curriculum development
- Student advising: academic progress, university transfer, immigration, personal issues
- Instructor hiring, training and supervision
- Scheduling classes
- Designing Pre-Academic Training Programs for Fulbright and Humphrey Scholars
- Testing (Placement, TOEFL, TOEIC)
- Overseeing orientations and graduations
- Developing new programs and short term English and Business programs
- Communicating with campus departments, international agents and governmental clients
- Monitoring expenses and creating budgets to meet budgetary goals
- Administrative duties (payroll, contracts, committees, etc.)

UCSC Teaching Experience:

July 2000-April 2008 ESL Instructor

- Taught courses for the Intensive Academic English Program from beginner to advanced levels: Grammar, Reading/Writing, Listening/Speaking, TOEFL Preparation, Vocabulary,

- Pronunciation, American Culture, University Study Skills, Graduate Prep Courses, Business English
- Designed syllabi and exams to meet the needs of the specific courses and student populations.

February 2004-2006 TESL Teacher Trainer, Education Department

Taught the Practicum course (TESL 6) for the TESL Certificate Program in Santa Cruz, CA and Cairo, Egypt. Supervised and observed student teachers and assisted with syllabi and lesson plan development.

Previous Employment:

University of Southern California, Los Angeles, CA, USA (Summer 2000)
ESL Instructor

UCLA Extension/American Language Center, Los Angeles, CA, USA (Summer 1998)
Teacher Trainer, ESL Teacher Training Program

Interscholar Consulting, Seville, Spain (August 1996-December 1996)
Educational Development/Grant Writer

The Caledonian School, Prague, Czech Republic (October 1995-June 1996)
EFL Instructor

Los Angeles Psychoanalytic Society and Institute, Los Angeles, CA, USA (September 1992-September 1995)
Educational Coordinator

Pepperdine University, Graduate School of Education and Psychology, Advancement and Alumni Relations, Culver City, CA, USA (November 1990-September 1992)
Administrative Assistant

Pepperdine University, Seaver College, Undergraduate Admissions, Malibu, CA, USA (September 1989-November 1990)
File Evaluator

PROFESSIONAL and PERSONAL AFFILIATIONS

1996-2008, 2012-2014 TESOL (Teachers of English to Speakers of Other Languages)

- Program Administrator's Interest Section (PAIS) Chair-elect, Chair and Past-Chair, 2005-07
- Leadership Mentor, 2005

2000-2008, 2012-2014 CATESOL (California Teachers of English to Speakers of Other Languages)

- CATESOL BOARD-IEP Nominations Committee Representative, 2008

2015-Present Daughters of the American Revolution (DAR)

- Malibu NSDAR Chapter Member

PROFESSIONAL PRESENTATIONS

“The Challenges of Transitioning from Instructor to Administrator”, TESOL 2005

“Working with a Part-Time Instructor Staff”, TESOL 2005

“Managing Multilevel Classes in an IEP”, TESOL 2006

“Creating a Language Lab on a Limited Budget”, CATESOL 2008

COMPUTER SKILLS

Proficiency in Microsoft Office on Mac and PC

Dana Papenhausen

3051 Espana Lane

Thousand Oaks, CA 91362

djpapen@gmail.com

805 493 1104

OBJECTIVE

To obtain a high level position in an educational setting that will allow me to use my technical and administrative skills.

EDUCATION**California Lutheran University, Graduated 1981**

- BA – English, Summa Cum Laude

EMPLOYMENT**Permanent Records Coordinator, Registrar's Office, Pepperdine University (July, 1981 – May 1982)**

- Updated official University records including transcripts with admission data
- Input data entry forms to update records on the University mainframe computer
- Assisted transcript coordinators with production of transcripts
- Input data on special request forms to be entered via data entry operator into mainframe computer data base

Student Systems Coordinator II, Registrar's Office, Pepperdine University (May, 1982 – July, 1984)

- Filled out retrieval requests to produce weekly reports from the University computer system
- Maintained mainframe computer production schedule to insure that transcripts and enrollment updates were produced in a timely manner
- Managed the Registrar's Office microfiche library
- Systems Manager, Registrar's Office, Pepperdine University (July, 1984 – July, 1986)
- Managed the computer production of transcripts for the University's Registrar's Office
- Wrote computer based procedures that facilitated the retrieval of data
- Instructed new employees within the Registrar's Office on computer processes

Operations Systems Specialist , Registrar's Office, Pepperdine University (July, 1986 – July, 1988)

- Responsible for all computer system processes within the University's Registrar's Office
- Worked closely with the administrative computing department to insure that all Registrar's Office computer needs were addressed
- Assisted in the implementation of new computer processes involving the Registrar's Office

Manager of Applications Systems SIS, Administrative Computing, Pepperdine University (July, 1988 – July, 2001)

- Acted as liaison between Student Information Systems software users and administrative computing
- Supervised programmer analysts
- Responsible for updating the data base dictionary for the Student Information System
- Represented Pepperdine at SIS (Student Information Systems) conferences
- Led the implementation of new software upgrades to SIS
- Responsible for testing and modification of user and system upgrades

Associate Registrar for Systems, Registrar's Office, Pepperdine University (July, 2001 – Present)

- Responsible for all system oriented processes within the University Registrar's Office
- Manage interface with the National Student Clearinghouse to insure timely submission of enrollment and degree data
- Query writer for all data requests
- Manage emails sent via the Office of Student Information and Services (OSIS)
- Provide technical support for the OSIS
- Upload AP and GRE scores

ADDITIONAL QUALIFICATIONS

- Proficient with Microsoft Office on Windows, including extensive use of Microsoft Outlook
- Thorough knowledge of GroupMail email system and interfaces with excel spreadsheets
- Proficient with PeopleSoft Student Administrative Data system
- Versed in SQL
- Vast knowledge of PeopleSoft Student Administrative Data structure

EMILY PINEDA

Thousand Oaks, CA 91360
emily_pineda1@my.vcccd.edu ♦ (805) 832-2700

EDUCATION

California State University, Channel Islands

May 2013 Bachelor of Arts in Psychology

WORK EXPERIENCE

Student Services Coordinator, Pepperdine University, Malibu, CA

(03/2015-Present)

Serve as a generalist providing strategic support, specifically in records and front-line departments. Aid students in the maintenance of goals and record progress towards academic career. Assist with athletic eligibility certifications, collaborate closely with various departments within the University to assist students and parents with questions related to student accounts, advising records, and other administrative areas such as financial assistance and housing. Manage the processing of transcripts and enrollment verifications for current students and alumni, including downloads, quality assurance, and special orders.

Operations Processor, California Lutheran University, Thousand Oaks, CA

(09/2014-03/2015)

Processed supplemental items and confidential information in the admission database including: Common applications, personal statements, official transcripts, test scores, and letter of recommendation. Reviewed and verified admission materials to determine accuracy and completeness of information for incoming and transfer students. Supported document-imaging system using ImageNow software; coordinated large direct mailing projects. Provided administrative and technical support to the office as directed, including front desk reception support as needed.

Campus Experience Assistant, California Lutheran University, Thousand Oaks, CA

(09/2014-03/2015)

Provided administrative and operational support to the Office of Undergraduate Admission related to visitor relations and event management. Maintained detailed records of campus visits and evaluations and managed communication and details related to individual and group requests. Assisted in coordinating and scheduling visiting opportunities in an efficient, professional, and accurate manner to prospective students, parents, coaches, professors, and other staff regarding inquiries about admissions and financial aid. Trained new staff members on visits system.

Child Care Assistant, Pleasant Valley School District, Camarillo, CA

(03/2010-09/2014)

Assisted in a program between 60-80 students to implement an enriching program that fosters learning through hands on activities and exploration. Established and maintained files and records related to the program, such as new registrations, attendance and enrollment reports. Interpreted policies and procedures to parents and the public regarding program operation. Performed operational tasks such as the collection of fees, handled confidential information, processed checks, and prorated tuition.

Cashier/Sales Associate, True Religion Brand Jeans, Camarillo, CA
(07/2009-01/2012)

Provided excellent customer service while supporting Store Manager with multitude of tasks including operation of a computerized point of sale cash register and execution of purchases and returns. Answered telephones with a professional greeting and directed phone calls, as needed. Met and exceeded monthly and annual projected sales goals.

SKILLS

- ◆ Proficiency of Microsoft Office Suite Programs and Operating Systems Windows and Mac OSX, Noliij, ImageNOW, Etrieve, PeopleSoft, and Recruiter
- ◆ Typing speed of ~99 WPM

REFERENCES

Given upon request

Bryan Reeder
5608 Las Virgenes Rd., #58
Calabasas, CA 91032
213-840-4789

Associate Registrar

Pepperdine University

June 2011 – Present

FERPA Compliance--point of contact for FERPA related questions and issues. Confer with General Counsel on FERPA related matters.

University Academic Council--review of Course Action Forms submitted by five schools; contact schools for adjustments to forms prior to monthly council meetings; update university catalog upon receipt of council approval.

Provide registrar office support for the graduate schools.

Student service: processing transcripts, add/drops, major changes.

Support other members of the Office of Student Information and Services Office.

Participate in PeopleSoft Regression Testing.

Help with OneStop operations.

Problem-solve and trouble-shoot registration, grading, and diploma errors.

Certify units, tuition and fees for Seaver, SPP, GSEP, and School of Law VA students

Reconcile VA payments

Problem-solve VA payment discrepancies

Work with the alumni office in verifying graduation information

Process course substitutions

Participate in 5 graduations a year

Check term calendars and develop refund schedules

Serve as a member of the CRM Governance team

Serve as a member of the Data Partners Stewardship Committee

Perform assessment each semester

Perform a credit-hour audit each semester

Yvette L. Reeves
310-946-8901
reeves.yvette@yahoo.com
Simi Valley, CA 92363

SUMMARY:

Dedicated Customer Service Representative offering excellent communication, listening and problem-solving skills, Able to drive positive customer experiences by promoting customer-centric behaviors and actions, evaluating customer needs and implementing product and service solutions to enhance customer loyalty.

SKILLS

- Excellent communication
- Excel
- Microsoft Office
- File/records maintenance
- Time management skills
- Change management

Records Management Associate
Pepperdine University
January- 2016- Present

- Help with OneStop operations.
- Participate in "5 Commencement Program per year.
- Prepared enrollment verification letters
- Provided inventory management support vendor HerffJones (Diplomas).
- Prepared Certificate of completion for all Students.
- Maintained all graduate students data changes including graduate status.
- Ensured electronic scanning of student file placed in Etrieve Software.
- Process of students withdrawals, transfer student audits, grade changes, drop and add notifications.

Eva Reid

1016 Mountain Oak Place
Newbury Park, Calif. 91320
Home Phone (805) 480-0562
Cellular (805) 405-5955
Email: Hpreid@aol.com

OBJECTIVE

Seeking a position, which offers growth opportunities in the fields of administration, education or training environment.

SUMMARY

Excellent instructional and motivational skills developed thru eight years of teaching on the secondary level. Outstanding: verbal, written, and interpersonal skills. Working knowledge of Microsoft word, Excel, Power Point, Outlook and Lotus Notes. Multi-task oriented with a proven record of excellent project results.

WORK HISTORY

Grade Services Supervisor Pepperdine University-Malibu Campus - July 2005 – Present

I direct and supervise all matters concerning grades involving students, faculty, and administrative staff in all the five schools. I am in charge of ensuring the highest level of efficiency, effectiveness, and integrity in the collection, processing, distribution, and maintenance of grade record. The Grade Services Supervisor is assigned one of the highest levels of security clearance for accessing the University's computer system and must perform a multitude of functions requiring the utmost in ethical standards.

Director of Education Bryman College, Reseda Campus – 5/26/04-10/29/04

- Insured adequate number of instructors, course offerings and physical resource facilities to accommodate the student's needs.
- Recruited, interviewed and recommended instructors for employment who met accreditation criteria.
- Conducted quarterly in-service and orientation meetings for all instructors.
- Coordinated and supervised the performance of lead instructor/program coordinators.
- Supervised all academic affairs. Directed the delivery of curriculum, schedules and course offerings.
- Reviewed academic advising and record keeping; maintained academic resources and ensured adequate space for classes; recruited, supervised and trained academic staff and instructors.
- Organized the formation and meetings of Advisory Boards.
- Enforce the institution's academic standards of progress.
- Maintained retention rates established by Corporate Offices.

Program Coordinator Learning Tree University - 5/01-April 20, 2004

- Network to bring in more instructors for new course offering.
- Coordinate 170 Courses for the Entertainment, Language, Health, Recreation and

Writer's

- Perform Teacher Orientations.
- Build faculty relationships and trust. Resolve faculty problems or issues
- Provide excellent customer service to faculty and students
- Promote Learning Tree via networking with businesses and other established faculty
- Review teacher evaluations and listen to and respect students opinions
- Create an atmosphere that is positive and strong for a viable learning setting by meeting the needs of the faculty and the students
- Recruit, interview and contract for the LTU faculty
- Fill vacant teacher positions immediately when necessary
- Report directly to the Corporate Vice President, Campus Director and Campus Manager

Enrollment Advisor Learning Tree University - 1/01-April 20, 2004

- Develop and create Excel Spreadsheets and report to the Director
- Interface with On-Staff Program Coordinators
- Communicate with students regarding questions about the Certificate Program/Classes
- Implement classroom scheduling for the 8 week sessions
- Problem Solve daily occurrences
- Communicate with teachers to fulfill various requests
- Resolve Teacher Payroll Questions
- Computer Technical setup support
- Enroll and counsel students on the various programs and Government Loans
- Maintain the database of reporting and researching student's files.

Program Administrator Learning Tree University – 8/00-April 20, 2004

- Perform the confirmation process each term for all departments and input the courses/faculty data in the database.
- Assist in compiling and proofing the catalog and meeting deadlines. Develop and maintain instructor files.
- Order textbooks for the department.
- Pull course packets for daily decisions and call the faculty to inform them of the status of their classes for the following day.
- Attend classes to keep current on the content of most of the courses.

Training Development Specialist Health Net 7/98-8/00

- Provide training and performance systems support to client organization, which included technical, operations and computer systems training, customer service and quality training.
- Design and develop curriculum and materials customized to client needs.
- Conduct department level needs assessments and skill gap analysis.
- Provide reports and evaluations to client department.
- Provide consultation and support to client department in analysis or work flow and design,

- develop and recommend improvements and innovations to improve daily business operation.
- Power Point Presentations for the training module.
- Supervised and trained a staff of 15-20 people in the Customer Service/Call Center Unit for a 4-6 week training period
-

Prior working experience

- Teaching - Secondary Level L.A. Unified School District
- Real Estate Agent (Sales Experience) Century 21
- Worker Compensation Specialist Reviewco – Foundation Health

EDUCATION

- California State University, Los Angeles Calif. Bachelor of Arts – Education
- CBEST Certificate

Volunteer Work

- Volunteer for the LAC-USC VIP Program (for abused children)/Junior League of Los Angeles
- Getty Museum

Lucas Saucedo
(805) 766-7671

lucas.saucedo@pepperdine.edu

Highlights of Qualifications

- Experience providing Academic Advising to college students (Individual & Group)
- Fluent in Spanish (Reading, Writing, Speaking)
- Supervising experience and participative leadership development
- Strong cross-cultural skills with excellent decision-making abilities

Education

California Lutheran University May
2018

Master of Science in Counseling, College Student Personnel

Relevant Courses: Microskills Counseling | Group Process | College Student Develop. Theory

Masters Thesis

“Let me tell you who I am”: A Narrative Inquiry of Ethnic Identity Development amongst May
2018

Mexican/Chicano Men at a Religiously-Affiliated Hispanic Serving Institution

California Lutheran University

December 2014

Bachelor of Arts in Sociology; Minor in Spanish

Work History

Pepperdine University

Student Services Advisor (Practicum)

October 2015-Present

- Assist students in academic plan scheduling
- Coordinate resources for First-Generation & At-Risk students
- Provide academic services to 600+ students
- Experience in PeopleSoft & Noliij University Tracking Systems

California Lutheran University

Study Abroad Graduate Intern

January

2018-Present

- Planned and led information workshops for Latinx students
- Mentored undergraduate students going abroad
- Redesigned and distributed updated Latinx Abroad marketing materials
- Formatted International Exchange Student Handbook

Ventura Police Department

Police Services Officer/Grant Coordinator

June

2013-Oct 2015

- Coordinated financial management of state-funded grant and grant reporting
- Developed prevention programs to reduce underage drinking and alcohol abuse (Ages 12-25)
- Communicated with business owners to establish rapport and build strong working relationships

Professional Development

VetNet Ally 2016	Oct
SocioEmotional Therapy and Resiliency Training 2017-Present	Aug
Seeking Educational Equity and Diversity (SEED) Project 2017-Present	August
<u>Professional Associations</u>	
National Association of Student Personnel Administrators (NASPA)	
California Counseling Association (CCA)	

Sara Turki

10401 Baird Ave, Porter Ranch, CA 91326 ❖ (818) 521-3306
❖ Sarast12@yahoo.com

OBJECTIVE

To continue my passion and career in education which will allow me to utilize my leadership skills, work experience, education, and superior customer service to the benefit of the university. I offer enthusiasm, empathy, insight, interpersonal and organizational skills, diversity, and focus.

SKILLS PROFILE

-
- Bilingual: Arabic and English
 - Software proficiencies: Oracle, PeopleSoft System, National Student Clearinghouse, Assist, VA-Once, Microsoft Office, Noli

EMPLOYMENT HISTORY

Associate Registrar 2014- Present	Sept
Pepperdine University	
<ul style="list-style-type: none"> • Manage transcript processing, verification of student records, and records management in accordance with 	

FERPA

- Hire and train newly hired staff
- Supervise Student Services Coordinators in the daily processing of academic permanent records, transcripts and enrollment/degree verifications including the National Student Clearinghouse
- Participate in managers weekly meetings and professional developmental workshops
- Serve as the university certifying official for Veterans Administration educational benefits and primary advisor for prospective and continuing students using education benefits from the Department of Veterans Affairs
- Oversee all veteran students participating in the Yellow Ribbon Program to determine awarding of the scholarship fund in coordination with the Offices of Financial Assistance, Student Accounts and General Accounting
- Advise currently enrolled student athletes', evaluating academic records by reviewing Degree Audit Reports and determining continuing eligibility in compliance with the National Collegiate Athletic Association (NCAA) and West Coast Conference (WCC) rules and regulations to produce team certification rosters
- Perform preliminary certifications for all prospective incoming student athletes to determine transferability and Progress Toward Degree (PTD)

Assistant Director Fully Employed Programs

Mar 2014 –Sept 2014

Pepperdine University

- Implemented advising procedures both personally and in groups ensuring students are guided properly throughout their academic track
- Encouraged pro-active support for advising students academically and administratively for student success
- Facilitated add/drop registration period, posted updated information, processed waivers, assisted with appeals, reviewed graduation applications and supported students and faculty requests
- Served as primary program liaison of four specified campus locations for all academic and non-academic requirements
- Established and maintained close and professional relationships with faculty to facilitate in obtaining accurate student progress and information
- Organized and participated in New Student Orientation, created communication system in making presentations, and developed campus events for students to establish better community relations with each other, faculty, alumni, and staff
- Assisted Executive Director with any academic projects or programs as required

Senior Student Administrative Services Advisor - OneStop

Nov 2008 – Mar 2014

Pepperdine University

- Served as a front-line representative in assisting and advising all undergraduate students including international students, athlete, and veteran students addressing academic and administrative concerns, questions, and procedures
- Utilized articulation agreements, evaluated transcripts of incoming transfer students, and assisted

- students in creating academic plans, evaluating course transfer requests
- Assisted Office of Admissions as lead presenter and advisor for newly admitted first generation students and non-native speakers
- Acted as a liaison between students and the Senior Director of Student Administrative Services in creating students' schedules and guiding them throughout their program track
- Assisted Senior Director of Student Administrative Services with research of undergraduate probationary and at risk students, communicating sensitive information with respect and professionalism
- Analyzed and recommended improvements involving student, faculty, and staff administrative services and procedures
- Participated in the registrar office's monthly meetings, hiring committee, and training of newly hired staff
- Built solid professional relationships with students, faculty, staff, prospective students, and alumni

Account Manager - Sales Representative

Aug 2007 - Oct 2008

Xerox Document Consulting Services

- Responsible for product line, development, customer retention, territory penetration, and volume growth
- Identified, articulated, and implemented product solutions and sources based on customer requirements
- Developed and implemented business plans for a diverse client base to identify and support incremental value added services and/or products in existing Xerox accounts
- Monitored and evaluated Account Team progress to ensure achievement of revenue and profit targets

Senior Accounts Teller

Feb 2005 - Aug 2007

Washington Mutual Bank

- Established and controlled customer files, and performed required maintenance on customer accounts
- Answered any customer inquiries regarding their account or company products/services
- Provided guidance, training, and direction to tellers
- Handled escalated customer issues and assisted the tellers with balancing and/or posting questions

EDUCATION

Master of Science in Management and Leadership

Pepperdine University

April 2013

Bachelor of Arts in Communication Studies

California State University Northridge

May 2008

SENDY VELASQUEZ

Sherman Oaks, CA 91423

Phone: 818-645-1306

Email: sendyflowers@gmail.com

PROFILE

Professional seeking a Student Advisor position with extensive customer service experience. Especially effective at interpersonal communication, relationship building, organizational communications, and operations. Reputation for maintaining and demonstrating highest standards of integrity and ethical conduct. Areas of expertise include:

- **Microsoft Word**
- **Student Advising**
- **Power Point**
- **Interpersonal**
- **Written and Oral**
- **Bilingual:**

- **Communication**
- **Organizational Skills**

- **Communications**
- **Customer Service**

- **English/Spanish**
- **Outlook**

EMPLOYMENT HISTORY

Pepperdine University, Malibu, CA

10/09/17-Present

Student Administrative Services Advisor

- Assist students with their program plan; major, classes, registration, advising, administrative requests such as enrollment verifications and transcripts
- Act as a liaison between the students and the following areas: Financial Assistance, Housing and Residential Life, Registrar, Student Accounts, International Programs, and International Student Services
- Interface with students, parents, and alumni regarding accounts, transcripts, and other administrative matters; interface with staff in the above-mentioned departments regarding problem-solving, services provided, and proactive in helping students with concerns related to all of these areas
- Analyze and recommend improvements for related student administrative services and procedures, while upholding the University's mission through work performed

Viking Cruises, Woodland Hills, CA

05/15/17-10/06/17

Service Specialist

- Handled inbound service calls from booked passengers, identified their needs, and provided a solution
- Provided service to passengers, including the handling of complex itineraries, pricing plans, and processed payments
- Made follow-up outbound calls to clients and provided additional information, and solutions to complex issues

Nordstromrack.com | HauteLook, Los Angeles, CA

11/30/15-4/21/17

Member Care Representative

- Answered customer questions regarding account, order discrepancies, returns and sales platform
- Liaised with customers via email, phone and live chat
- Communicated with supervisors to correct and proactively address customer escalations/issues
- Suggested improvements to enhance external company communications (i.e. FAQ's, website)

Oakwood Worldwide, Burbank, CA

2014-2015

Guest Services Representative

- Proactively built and maintained positive working relationships with the residents and the extended support team
- Took ownership of escalated situations via email or phone and resolved them efficiently while ensuring customer satisfaction

- Fielded resident complaints, conducted thorough research to develop the most effective solutions and negotiated results; listened and extended assistance in order to resolve problems
- Communicated and coordinated regularly with district managers, account coordinators and Oakwood Home Services regarding service recovery needs, special requests and orders

JP MORGAN CHASE, Chatsworth, CA

2013

Consumer Loan Support Specialist II

- Documented all processing related activities in corresponding systems
- Monitored files for compliance purposes
- Verified employment and homeowner's insurance policies for customers
- Released files to the underwriting department and operations
- Worked as liaison between the customer and the bank to resolve complicated issues that arose during the lending process, solidifying the bank's relationship with clients
- Provided exemplary customer service by maintaining and developing relationships with customers, typically via phone and/or email

EDUCATION

Regent University, Virginia Beach, VA

Bachelor of Arts in Communications

Los Angeles Valley College, Los Angeles, CA

Associates in Liberal Arts and Sciences

KATY WHEELER

1495 Suffolk Ave., Thousand Oaks, Ca 90263

Daytime (805) 368-2336

Evenings (805) 777-7448

catalinakaty1@verizon.net

Employment History

2005-Present

Office Manager –Office of Student Information and Services, Pepperdine University, Malibu, CA

Administrative Support to the Associate Vice President and University Registrar as well as the department directors

Prepare correspondence as assigned by the Associate Vice President

Schedule and coordinate meetings and meeting rooms using Microsoft Outlook including any equipment set-up or catering requests

Answering and screening all calls and visitors for the Associate Vice President.

- Attending Weekly Office Manager Meetings
- Scheduling all interviews for open positions within the department
- Interview and hire office student workers.
- Supervise Student workers in their performance of daily tasks and assigned projects
- Maintaining the department calendar and the Vice President's calendar
- Sending out daily update to the entire staff
- Responsible for approving time cards for Student Workers and in the absence of the Associate Vice President responsible for approving all Directors time cards.
- Travel arrangements and Conference Registration
- Petty Cash Reimbursements
- Managing Budget for ticket sales and reconciliation of deposits and payments
- Using People Soft, requisitioning any outside or inter-company payments, purchases or any service requests
- Notary for school related issues

1999-2005

Administrative Assistant -The Brandeis-Bardin Institute, Brandeis, CA

- Administrative support to the Directors of Education, Programs and Development
- Coordinating travel, accommodations, arrival times and program scheduling for program participants
- Responsible for putting together, sending and tracking the receipt of salary contracts for summer staff
- Supervising summer program staff and processing their paperwork for hire
- Creating and maintaining databases in access using the data to merge with word documents
- Processing registration packages including scholarship and financial aid information
- Interaction with all applicants including national and international students
- Processing donations, acknowledgements and tributes from major donors, board members and general contribution
- Assisted in the coordination of our annual fund raiser dinner

1997-1999

Administrative Assistant -Expert Products, Moorpark, CA

- Supervising Customer Service and Sales Personal
- Producing and maintaining various Ales and Accounting Reports
- Inputting accounts payables, invoicing daily bank deposits
- Travel arrangements, appointments, daily customer contact and some human resources

1992-1997

**Residential Sales Representative -C-21 LaCarre,
Simi Valley, CA**

- Heavy client contact (Buyer and Seller)
- Prospect/Follow-up
- Negotiating contracts
- Marketing properties for Sale

1989-1992

Executive Secretary, Toyota of Simi Valley, Simi Valley, CA

- Reporting to the President/Owner
- Screening all calls and visitors
- Appointment scheduling/Travel Arrangements/coordinating meetings
- Attending all manager meeting
- Responsible for petting cash/company deposits/issuing checks from company account/sending out 1099's

EDUCATION

Alamogordo Senior High School, Alamogordo, NM

ELLA G. WOMACK

792 Pamela Wood Street

Newbury Park, CA 91320

(805) 499-7278

EXPERIENCE:

2004-Present PEPPERDINE UNIVERSITY, Malibu, CA

Manager of Student Accounts

- Assist students with information regarding account inquiries, appeals committee policies and procedures, payment plans and deferring to third party pay documentation including use of 529 Plans.
- Update accounting records with current charges, maintain records of contacts with students and parents via phone, email and mail.
- Research, post and release financial holds on student accounts for all Seaver College students.
- Balance all payments made online by echecks on a daily basis.
- Post all wire payments via PeopleSoft that are received by the University such as Veteran, Boeing, DFAS and company payments.
- Post charges from various departments such as the Health Center, parking tickets, International Program fees, Library charges and Housing reversals.
- Assist the Director of Student Accounts in setting up the billing calendar each term.
- Communicate requirements, restrictions and processes for third party billing to students, staff and outside vendors.
- Review forms for accuracy and notify students and staff of need for additional documentation.
- Process refunds for all students on a timely basis as required by federal regulations.
- Audit all accounts for students receiving refunds.
- Set up special billing for all Seaver College students.
- Answer questions about 1098-T forms for all schools.
- Run various reports to ensure accuracy when auditing and balancing accounts.
- Analyze outstanding balances for students no longer enrolled, make adjustments as appropriate and start collection process on all valid balances.
- Create promissory notes with students to bring accounts current.
- Work closely with Financial Aid Office to verify that aid is properly adjusted when students withdraw or change number of units.
- Interact with various departments with specific questions related to individual student account needs.
- All conversations with parents are performed within limits of confidentiality cleared by students; all conversations with students are considered strictly confidential complying with FERPA.

2000-2004 PEPPERDINE UNIVERSITY, Malibu, CA

Accounts Payable First Stop Coordinator

Assisted many departments with invoicing and requisitions to verify accuracy and completeness of documents, audited outgoing payments to verify payments match invoices and worked with employees from multiple departments for expense reimbursements.

EDUCATION:

2005-2007 DeVry University — BS in Business Administration, Major in Health Care Management

2002-2007 Moorpark College — AA degree in Applied Science

JOHN K. WOOD

STUDENT SERVICES ADVISOR 2018 – Present

Pepperdine University, Malibu, CA

- Assisted and advised students in selection and registration of classes in accordance with University policy and procedures.
- Processed requests including transcripts and enrollment verifications.
- Supported students struggling academically or personally.

EDUCATIONAL CONSULTANT 2015 – 2016

National Student Planning Services, Simi Valley, CA

- Advised students and their families towards successful admission into institutions of Higher Education.

DEAN OF STUDENTS 2012-2014

Denver Seminary, Littleton, Colorado

- Supervisor, Student Life
- ADA Disability Coordinator
- Student Retention

COMMUNITY STANDARDS COORDINATOR – UNIVERSITY HOUSING 2006 – 2012

Cal Poly State University, San Luis Obispo, CA

- Oversight of growth oriented judicial affairs program for all students living on campus (up to 6950 including 4,200 freshmen).

STUDENT SERVICES DIRECTOR 2002 - 2003

Northwest University (Leadership Education for Adult Professionals), Kirkland, WA

- Coached cohort leaders on academic advising for Organizational Management degree

DEAN OF STUDENTS 1998 - 2001

Oklahoma Christian University, Oklahoma City, Oklahoma

- Oversight of student judicial affairs program.
- Social Service Club Coordinator overseeing up to 11 club presidents, 25 volunteers and student-led government council.

TEACHING IN HIGHER EDUCATION

FACULTY MEMBER in Division of Distributed Education 2002 – 2003

Northwest University, Kirkland, WA

ADJUNCT INSTRUCTOR, Sociology 1992 – 1995

Cisco Jr. College, Abilene, TX

ADJUNCT INSTRUCTOR, Psychology 1994 – 1995

Texas State Technical College, Sweetwater and Abilene, TX

ADJUNCT INSTRUCTOR, Psychology 1994
Hardin Simmons University, Abilene,

COUNSELING
COUNSELOR 1995 - 1998
Resources for Living, Abilene and Austin, Texas

EDUCATION
MASTER'S DEGREE, MARRIAGE AND FAMILY THERAPY 1991
Abilene Christian University, Abilene, TX

BACHELOR'S DEGREE, SPEECH 1985
Oklahoma State University, Stillwater, OK