

ANDREA Rowland

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SKILLS

- 8 years' experience managing day-to day operations of program
- Experience creating & managing budgets
- 13 years' supervisory experience
- Proven success working with students, faculty, and administration

EDUCATION

<i>Full Stack Coding Bootcamp</i>	UNIVERSITY OF UTAH	Salt Lake City, UT	Jan 22-Present
<i>Management Essentials Certificate</i>	UNIVERSITY OF UTAH	Salt Lake City, UT	August 2013
<i>B.S. in Psychology</i>	UNIVERSITY OF UTAH	Salt Lake City, UT	August 2006

ACHIEVEMENTS

- Successfully launched and chaired annual BlockU Symposium
- Managed BlockU Peer Advisor Program
- Developed and implemented a new system to expedite payroll processing. This system made it possible to expand the capabilities of the Undergraduate Research Opportunities Program and increased the program by 140%
- Created a guide to aid International Students in obtaining appropriate documentation for work eligibility
- Chaired two highly publicized, important yearly University events (Undergraduate Research Symposium, Research Posters on the Hill)

PROFESSIONAL EXPERIENCE

Program Manager, *University of Utah*, Salt Lake City, UT 2013 - 2022

- Develop and manage budgets for BlockU, New University Scholars and General Education
- Oversee Peer Advisors including recruitment, hiring, training and professional development
- Plan and shape BlockU by selecting classes, scheduling learning community courses, and evaluating feedback from students
- Stand in for the Director at conferences and orientations in her absence
- Advise Instructors on program best practices
- Design and create program information, advertising materials, and manage website
- Advise students and ensure they are meeting all program requirements
- Ensure student satisfaction by analyzing complaints, concerns and suggestions received through surveys
- Oversee all purchases related to program
- Meet with Director regularly to establish and discuss program goals
- Attend Campus Recruitment Committee and College Coordinator Meetings
- Process Payroll for Peer Advisors

Administrative Assistant, University of Utah, Salt Lake City, UT

2007 - 2013

- Effectively co-managed Undergraduate Studies Internship program and supervised four interns
- Chaired Research Posters on the Hill at Utah's State Capitol
- Chaired the Undergraduate Research Symposium at the University of Utah in which participation grew over 40%
- Managed accounts and finances
- Hired all students receiving assistantships and advised them on the rules of the program (appx. 90 students per semester)
- Processed bi-monthly payroll for students
- Managed Undergraduate Studies office
- Advised students about program policies and functions
- Attended orientation sessions and answered questions
- Assisted students and faculty in a variety of functions, including coordinating and hosting events

Instructor, Songbird Music Studio, South Jordan, UT

2016 - Present

- Created new music studio including the fee structure, policies, and brand
- Instructed students of all ages in their chosen musical field (singing, piano or harp)
- Promoted music studio through networking with local schools and engaging in advertising utilizing social media

Division Office Assistant, Provo City Corporation, Provo, UT

2006 - 2007

- Published and coordinated City Center Council Chambers and conference room schedule of events
- Developed training manuals, produced job descriptions, evaluated outgoing department documents
- Assisted HR to process personnel action forms and division payroll for the department
- Reviewed applications, conducted interviews, performed reference checks for prospective employees
- Trained, evaluated, and supervised secretarial/clerical staff