Keoni Lanoza

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Education

Chapman University, Orange, CA   Aug 2019-Present
Currently pursuing a Bachelor's of Science, Software Engineering

Work Experience

Lead Resident Advisor
Chapman Grand/Henley Hall, Anaheim/Orange, CA   Aug 2020-Present
- Created and maintained a warm community of 60 residents that promoted relationships with each other and academic success.
- Trained incoming resident advisors in duty response, community building, leadership, and inclusivity.
- Mentored and served as a source of support and empathy for my residents and fellow staff members.
- Consulted my residents frequently to ensure they were getting the support they needed and communicated students of concern to my supervisor.
- Enforced code of conduct and Chapman University policies.
- Documented incident reports relating to Chapman University policy violations.
- Reported facilities issues related to Chapman Grand with work requests to maintain an optimal environment for housing and academic success.
- Planned and created programs to build community and educate residents.
- Collaborated with a coworker to make a bulletin board to welcome and educate residents.

Box Office Attendant & Event Support
Chapman University, Orange, CA   Oct 2019-May 2022
- Sold tickets to patrons through the program AudienceView while building rapport.
- Explained currently ongoing events and gave further directions if needed to patrons.

Shift Lead
Dairy Queen & Orange Julius, Henderson, NV   Sep 2018-May 2019
- Prepared signature treats and drinks for customers in addition to selling them.
- Maintained store cleanliness and food storage temperatures.
- Trained new employees in preparing treats and drinks, as well as using the cash register and building rapport with customers.

Leadership/Campus Involvement

Member
Chapman University, Asian Pacific Student Association(APSA)   Sep 2019-Nov 2021
- Active participant in club meetings and volunteer in club events such as APSA Fest.