

AIMEE PEARCE

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PERSONAL PROFILE

→ Relevant skills

- Exceptional interpersonal aptitude; capable of establishing rapport with people of diverse backgrounds and at all professional levels. Demonstrates initiative, tact, and good judgment.
 - Excellent written and oral communication.
 - Excellent computer and technological skills. Proficient at Microsoft Office. Knowledgeable about Slate Technolutions and Jenzabar information management systems and Desire2Learn/Brightspace learning management system. Working knowledge of HTML, webpage management, and multimedia/hypermedia tools. Ability to learn new programs and skill sets rapidly and adapt skills to a wide variety of context with an organization.
 - Effectively able to identify, communicate, and resolve problems by using various available resources. Strong orientation in customer service/satisfaction.
 - Excellent at completing work independently as well as contributing to collaborative/team efforts.
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EDUCATION

The University of Akron – Akron, OH 2018-2019

→ Masters of Arts in Educational Foundations and Leadership in Instructional Technology

- Cumulative GPA 4.0 – Expected Graduation Date: August 2019

Ursuline College – Pepper Pike, OH 2012-2016

→ Bachelors of Arts: Double major in Psychology and Humanities

- Summa Cum Laude - Cumulative GPA 3.9 - Alpha Sigma Lambda Honor Society
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WORK EXPERIENCE

Admission Counselor, Ursuline College Accelerated Program (UCAP)

Ursuline College, Pepper Pike OH

June 2018-Present

- Manages recruitment territory, develops strategies for improving market share in primary, secondary, and tertiary markets adult transfer students.

- o Travels to college fairs, community colleges, businesses, and other off campus recruitment events.
- o Builds and maintains relationships with community college counselors. Work closely with students pursuing dual admission with Ursuline College. Works with community college contacts to implement reverse degree programs.
- o Develops relationships with various college constituents including faculty, staff, and students.
- o In collaboration with academic program deans and directors, coordinates and promotes the development of general, program-to-program, and special articulation agreements with community college partners.
- o Plans, schedules, and implements campus events designed to target the needs of adult transfer students.
- o Gathers, tracks, analyzes, and reports data to assist in defining effectiveness of recruitment strategies.
- o Designs, revises, and implements transfer student recruitment communication plan that is diversified, creative and responsive to student needs.
- o Coordinates delivery of electronic communications for inquiries and applicants in admissions CRM.
- o Produces database queries to assist in direct communication campaigns and develops database queries to assist program directors in applicant tracking and course rotation/scheduling.
- o Develops marketing content specific to programing offered through the Ursuline College Accelerated Program with input gathered from program directors.
- o Engages alumnae/alumni for recruitment and marketing materials.
- o Works with marketing department to design recruitment materials for the Ursuline College Accelerated Program. Submits orders for marketing materials to third-party vendors.
- o Creates digital imaging event calendar and submits information to marketing for geotargeting, geofencing, retargeting digital advertising campaigns.
- o Counsels prospective students in one-on-one meetings on campus.
- o Determines student interest from point of inquiry through the registration stage utilizing telephone, electronic, and written communication.
- o Advises students on the transfer of credits from other institutions by conducting unofficial credit evaluations and oversee the process for notifying students of credit awards.
- o Inputs student information into CRM & SIS. Updates system as student moves through the admissions process.
- o Reviews applications and make recommendations on admission.
- o Registers students for upcoming terms and conducts new student orientation.
- o Schedules appointments with financial aid counselors for new students.

- Issues bookstore vouchers and accepts tuition payments for student's after normal operating hours.
- Oversees recruitment numbers for UCAP and collects data for reporting. Reporting includes: weekly budget to goal revenue report, new student headcount, returning student headcount, travel and recruitment initiatives, number of campus visits, and point-in-time funnel for inquiries and applicants currently in engaged in the admission process.
- Maintains knowledge of financial aid process and policies, Ursuline College academic programs and curriculum, student life, etc.
- Works with financial aid office to communicate missing financial aid documentation to new students to ensure timely processing of aid.
- Maintain awareness of trends and industry practice through involvement in transfer organizations such as the Ohio Transfer Council and Cleveland Area College Consortium.
- Serves on departmental and campus-wide committees, College Council and Vocational Exploration & Discernment Professional Learning Committee.
- Updates and manages Ursuline College Accelerated Program webpages on Admission microsite.
- Assigns tasks and oversees work study students. Create database queries for targeted telecommunication initiatives.
- Provides administrative and technical/computer support to faculty and students after normal business hours. Afterhours point of contact for learning management system and computer lab issues.

Recruitment Assistant

Ursuline College, Pepper Pike OH

December 2016-June 2018

- Served as initial contact for the Ursuline College Accelerated Program. Reached out to prospective students via email and telephone; prepared and sent informational material to potential students and answered questions regarding admission and transfer process.
- Facilitated admission appointments and met with prospective students for admission counseling and worked with academic advisor to complete unofficial transfer credit evaluation for student.
- Regularly input student information into CRM & SIS as student moved through the admissions process.
- Met with applicants to select and register for upcoming term. Facilitated new student orientation.
- Assembled student files and organized them as student moved through the admission process. Worked with and assisted academic advisor in ensuring registered student files were ready for review by the registrar's office.

- Coordinated the recruitment and orientation calendars in CRM and Outlook.
- Served as CRM lead for department. Implemented communication plan schedule and worked with marketing department to develop communication content.
- Produced database queries to assist in direct communication campaigns.
- Served as the administrative support to the UCAP department and front desk receptionist; greeted guests for the department.
- Coordinated UCAP special events with UCAP director and academic advisor.
- Completed book adoptions for upcoming course offerings; communicated edition updates or unavailability with UCAP director.

Supervisor of Circulation and Automation Services

Wadsworth Public Library, Wadsworth OH

June 2015-December 2016

- Managed Circulation Services and Technical Services activities and organized all functions and services related to the acquisitions, processing, availability, good order, access, borrowing and receipt of circulating library materials; department equipment maintenance, manuals, forms, and work logs.
- Provided direct supervision to Circulation Services employees; carried out an effective program of training for employees; set goals and objectives for employees; conducted performance evaluations; and coordinated projects. Assimilated and maintained confidential data.
- Supervised department operations and procedures including patron registration procedures; equipment such as computers, barcode scanners and printers; recordkeeping, and inventory methods for materials and supplies. Managed multiple projects, assignments, and responsibilities.
- Oversaw administration of Circulation Services including procedures, reports, time sheets, staff benefits, and schedules; oversaw day to day activities and functions and monitored performance of staff.
- Oversaw circulation support to other departments participating in partnership programs and agreements with educational, child care and civic institutions related to children, youth and community outreach services.
- Made budget recommendations to Department Manager.
- Participated in and encouraged department members to participate in library committees, meetings, in-service training, task forces, workshops and conferences.

Shift Manager,

McDonalds Corporation - Seville, OH

November 2011- June 2015

- Coordinated new employee orientation and training. Oversaw follow-up reviews on new hires while ensuring quarterly staff reviews were completed.
- Created and maintained computer and file records for past and present employees.
- Pursued, tracked, and followed-up on issues and discrepancies by completing daily audits of inventory.
- Administered training materials and testing materials to ensure staff followed correct company procedures.
- Formulated new customer satisfaction project to help initiate staff efficiency and boost store sales.
- Enforced company labor protocol to maximize store revenue.

Project Team Specialist,

Best Buy - Brooklyn, OH

July 2009 – May 2012

- Oversaw store merchandising by ensuring corporate standards and maintaining store equipment and functionality of all vendor provided displays strengthening vendor/store relations and reducing fixture costs.
- Corresponded daily with corporate office by providing updates/reports of store functionality and fixture issues.
- Verified inbound shipments and prepared outbound shipments and itemized reports related to shortages, overages, and damages.

Store Support Specialist,

Michaels Craft Store - Fairlawn, OH

May 2008 – July 2009

- Audited store sales records including daily sales reports, cash balancing and handling store deposits, human resources, and payroll records.
- Facilitated inbound and outbound freight shipments and paperwork by receiving and processing all shipments, completing all paperwork related to shortages, overages, and damages, processed all store returns to vendor requests along with organizing and maintaining the receiving area to 5 star standards and ensuring 100% recovery of receiving area.
- Boosted customer satisfaction by ensuring price integrity and overall pricing of the store by reviewing price change events on a daily basis and completing changes by due date.

ACTIVITIES AND AWARDS

- Ursuline College Alumnae Board August 2018 - Present
- Alpha Sigma Lambda Honor Society May 2016 - Present

- Ursuline College Library's Undergraduate Research Award April 2015
- Volunteer, Robinson Memorial Hospital August 2006 - December 2007