

# SUZIE DESPRES, M.S.

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ssdespres@outlook.com

## OBJECTIVE

Working with my unique skill set, I plan to use the principles of data analysis and statistics to improve the organization with which I am working.

## EDUCATION

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| PROGRAM EVALUATION GRADUATE CERTIFICATE<br><i>University of Texas at Dallas</i>  | IN PROGRESS<br><i>Dallas, TX</i> |
| <ul style="list-style-type: none"><li>• <i>Current GPA is 3.835; Coursework Completed: Statistics, and Research Design</i></li></ul> |                                  |
| REHABILITATION COUNSELING, M.S.<br><i>University of North Texas</i>  | 2005<br><i>Denton, TX</i>        |
| <ul style="list-style-type: none"><li>• <i>Earned 4.0 GPA through completion of the program while working</i></li></ul>              |                                  |
| PSYCHOLOGY, B.S.<br><i>Louisiana State University</i>  | 2002<br><i>Baton Rouge, LA</i>   |
| <ul style="list-style-type: none"><li>• <i>Earned 3.3 GPA overall, Anthropology Minor</i></li></ul>                                  |                                  |

## PROFESSIONAL EXPERIENCE

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| SERVICE CENTER MYCHART SPECIALIST<br><b>Bluetree Network Inc.</b><br><i>Service Center Remote MyChart Work</i>  | JUNE 2020 – JULY 2020<br><i>Madison, WI</i>        |
| <ul style="list-style-type: none"><li>• Required to exercise independent judgment and work remotely</li><li>• Performed real-time remote support for external clients and provides MyChart issue resolution</li><li>• Provided technical assistance and support to external clients and other staff members</li><li>• Performed troubleshooting and diagnosed MyChart database issues in real-time</li><li>• Document client information, client interactions and solutions for future reference</li></ul>  |  |
| FREELANCE ARTIST & AUTHOR<br><b>Suzanne Sarah</b>   | FEBRUARY 2014 – PRESENT                            |
| <ul style="list-style-type: none"><li>• Created, drew, designed, and published 5 coloring books available on Amazon</li></ul>   |  |
| ACADEMIC ADVISOR/ ACADEMIC GRADUATE ADVISOR<br><b>University of Texas at Arlington</b><br><i>Department of MSN Administration, Education and PhD Programs, Department of Bioengineering</i>   | DECEMBER 2008 – MARCH 2014<br><i>Arlington, TX</i> |
| <ul style="list-style-type: none"><li>• Supervised student workers and student volunteers to coordinate recruitment events, on campus events, and other departmental activities</li><li>• Liaised with other offices and departments throughout the University and with UT Southwestern</li><li>• Frequently drafted, created, proofread and checked a variety of documents for procedural and grammatical correctness including, but not limited to admissions letters, new student welcome messages, recruitment documents, departmental policies and procedures for students, grant proposals, University catalog submissions, assessment tools, and assessment results</li><li>• Supervised student workers and reviewed their time and attendance cards</li><li>• Collected, entered and maintained data, designed formats for reports, and investigated system malfunctions in the PeopleSoft/MyMav system</li><li>• Created, reviewed, and revised personalized degree plans</li><li>• Frequently answered inquiries and furnished information of a non-technical nature</li><li>• Assisted new and returning students with admissions and readmissions</li><li>• Advised current and prospective students on courses, policies, procedures, on-campus resources, etc.</li></ul> |  |

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## PROFESSIONAL EXPERIENCE WORK (CONTINUED)

ADJUNCT INSTRUCTOR, EDUC 1131

SPRING 2010 SEMESTER

**University of Texas at Arlington** - *University Advising Center - Student Success*

*Arlington, TX*

- Taught skills for academic success, such as goal setting, time management, and test-taking strategies to a 29 student class while working as an Academic Advisor
- Spring semester was from January 2010 – May 2010

EMPLOYABILITY NAVIGATOR

OCTOBER 2007 – NOVEMBER 2008

**Easter Seals North Texas** - *Projects with Industry Program (PWI)*

*Fort Worth, TX*

- Connected job seekers with disabilities to employers with staffing needs
- Met with employers to fully understand their requirements and to educate them regarding accessibility, job accommodations, assistive technology, resources, and applicable laws
- Met with job seekers to assess their skills, interests, abilities, and job requirements and assist them in overcoming their barriers (i.e. transportation, criminal background) in various ways including résumé assistance, mock interviews, and connect them with resources within the community

DISABILITY SPECIALIST

AUGUST 2006 – OCTOBER 2007

**University of Texas at Arlington** - *Office for Students with Disabilities (OSD)*

*Arlington, TX*

- Frequently answered inquiries and furnished information of a non-technical nature
- Served as an administrative liaison with other offices and departments in the University. I also attended conferences and liaised with other Universities throughout the state of Texas
- Set departmental appointments and other relevant meetings using Microsoft Office Calendar
- Managed a caseload of approximately 120 students including students who were Deaf and Hard of Hearing and students with a variety of other types of disabilities
- Established and maintained a database for the budget to provide American Sign Language Interpreters and Computer Assisted Realtime Translation (CART) providers comprising approximately 20% of the overall department budget. I did find discrepancies in billing (such as billing for a University closure/Holiday) which saved the department and University significant funds over time
- Analyzed information from appointments, medical records, psychological, and diagnostic evaluations to assess student's abilities, needs, and eligibility of disability services
- Advised students about on-campus resources and resources within the community
- Acted as a liaison between students, faculty, and staff to ensure accessibility
- Provided information and referrals to university departments and external contacts

REHABILITATION COUNSELOR

DECEMBER 2002 – APRIL 2006

**Department of Social Services** - *Louisiana Rehabilitation Services*

*Baton Rouge, LA*

- Worked independently and submitted completed work products for review and approval from my manager
- Trained new employees and was in a team lead supervisory role
- Generated and analyzed patient/consumer data and prepared reports based on that information
- Frequently answered inquiries and furnished information of a non-technical nature
- Proofread and signed letters sent to my clients
- Managed a vocational rehabilitation caseload of approximately 150 consumers, providing a variety of services to help individuals with disabilities find employment
- Participated in pilot-testing of new case management software AWARE and trained co-workers in its use
- Networked with other employers, vendors, schools, community agencies, and gave informational speeches to representatives and potential consumers at various schools and agencies

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## SERVICE THROUGH VOLUNTEER POSITIONS

CHAPTER COORDINATOR/ STEERING COMMITTEE MEMBER FOR TARRANT COUNTY

MAY 2019 - PRESENT

*Alumni Steering Committee- University of North Texas Alumni Association*

*Denton, TX*

- Distribute important Chapter information to Steering Committee Members
- Maintain Steering Committee meeting attendance and membership contact information
- Prepare and disperse Steering Committee Meeting minutes
- Network with other alumni, University representatives, and community members

## SERVICE THROUGH UNIVERSITY OF TEXAS ARLINGTON ADVISING ASSOCIATION (UTAAA)

CO- PRESENTER AT UTAAA CONFERENCE

2012 *PERSONALIZING THE CAMPUS COMMUNITY: MAKING BETTER CONNECTIONS*

UTAAA VICE PRESIDENT

2010 - 2011

UTAAA RECORDING SECRETARY

2009 - 2010

UTAAA CONFERENCE PLANNING COMMITTEE

2010 - 2011

UTAAA DIVERSITY CONFERENCE PLANNING COMMITTEE

2009 - 2010