

# Titus Knox

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## EDUCATION

TEMPLE UNIVERSITY, The College of Liberal Arts, Philadelphia, PA      *Graduated May 2017*  
***Bachelor of Arts, Criminal Justice***      ***Minor: Information Science and Technology***

## EXPERIENCE

VANGUARD Valley Forge, PA

### **Retirement Services Specialist**

*August 2017 - Current*

- Retirement Planning Specialized Services Associate. Advise high-balance 401(k) plan participants on investment suitability, pre-tax, after-tax and Roth contribution maximization, plan rules and regulations, and all loan and withdrawal options.
- Coach and mentor for trainees and facilitator for licensing curriculum
- Senior representative for the 'elevated hotline': a dedicated channel to de-escalate challenging client concerns.
- Professional Development Council - PA 'Career Pillar' Owner - Part of a team focused on creating monthly events and deliverables with the goal to develop crew members professionally
- Series 6 and 63 securities licenses completed August 2017.

TEMPLE UNIVERSITY HOUSING & RESIDENTIAL LIFE, Philadelphia, PA

### **Building Manager, Conference Services Department**

*May 2015- August 2017*

- Collaborated with 5 conference assistants in Peabody Hall serving hospitality needs of guests
- Promoted to Building Manager of Morgan South leading orientation, meetings, and crisis management
- Ensured efficient customer service through planning with maintenance, residential life, and security departments

### **Resident Assistant, Morgan Hall South**

*August 2014-May 2017*

- Oversee safety & wellness needs of 80 undergraduate students among 10 floors in on campus dorm
- Design and lead 8 programs a year targeted at student development and academic success
- Teach and enforce Temple's Student Code of Conduct promoting a disciplined living environment

### **Front Desk Associate, Morgan Hall South**

*September 2014-September 2016*

- Managed daily hospitality functions for 700 residents throughout 9 floors
- Supervised sensitive data regarding mail delivery, damage and conduct fines, and building maintenance
- Engaged with student and family entities with reference to housing requests and university inquiries

TEMPLE UNIVERSITY SUMMER PROGRAMS DEPARTMENT, Philadelphia, PA

### **Social Media and Outreach Manager**

*October 2016-May 2017*

- Brand management leader overseeing Facebook and Twitter department pages advertising programs & events
- Guide online enrollment process for prospects boosting enrollment by 60% for upcoming 2017 season
- Increase social media engagement with target audience members by 90% over a three-month period

#### ACTIVITIES & AWARDS

- Director of Student Affairs, Temple Student Government *August 2016-Present*
- Executive Board Member, Temple Criminal Justice Society *August 2016-Present*
- President, Temple University Queer Student Union *August 2015-May 2016*
  - Honorary Recipient, Program of the Year *May 2016*
- Research Assistant, Court of Common Pleas Family Court *May 2015-February 2016*
- Recipient, Temple University Academic Scholarship *August 2013-Present*
- Project Manager, Kinney Center at Saint Joseph's University *January 2013-May 2013*

#### ADDITIONAL

- Microsoft Word, Excel, PowerPoint, Outlook, DestinyOne, FireEngineRED, Java, series 6 and 63 licensed