**Alia M. Hall**

 University of Central Florida

Career Services & Experiential Learning

Inclusive Education Services

Division of Student Learning and Academic Success

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**EDUCATION**

**University of Central Florida, Orlando FL** **8/2023 - present**

Texts and Technology Ph.D. Program

College of Arts & Humanities

**University of Central Florida, Orlando, FL**

Master of Arts in Business Communication

**Rollins College, Winter Park, FL**

Bachelor of Arts in Communication Studies

* **Concentration: Organizational Leadership**

**Relevant Coursework:**

Writing for Public Communications Consumer Behavior Intercultural Comm Organizational Training & Development Listening Small Group Leadership

Risk Communication Qualitative Research Public Relations Principles

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**Research:**

PI (2022): The effects of active empathetic listening (AEL) on employee retention.

The University of Central Florida, Orlando FL

* This research explores Active Empathetic Listening (AEL) and its influences on employee retention.
* The goal of this research is to understand how employees are affected by AEL practices in their work environment and report if AEL affects employees' decisions to maintain or change employment.
* This qualitative research study explores influences between AEL and employment decisions using 15 narrative interviews.

Co-Author (2021): Sickle cell awareness and impact on humans.

Rollins College, Orlando, FL

* This qualitative research study examines the perception of persons with Sickle Cell based on cultural, social- economic and racial contexts.
* Through qualitative research efforts, this research details firsthand experiences of Sickle Cell carriers and reviews the communicative dynamics and efforts of Sickle Cell awareness and medical treatments. This area of research for Sickle Cell disease is one to yet be fully investigated.

**Publication:**

**Author:** “When Life Pushes You Over the Edge, God Will Catch Your Fall” July-2009

Genre: Self-help, Spiritual, Inspirational

* Alia Billings was the average woman chasing the American dream when traumatic events changed her life forever. She was on her way to law school when the world she once knew ended abruptly.
* She has shared her story as an inspiration as she is convinced, we all reach that point of no return; however, the joy comes from knowing how to handle that breaking point.

**Feature Articles:**

* *Central Florida Lifestyle Magazine*
  + [**https://www.centralfloridalifestyle.com/orlando-local-stories/preparing-students-with-disabilities-to-join-the-workforce/**](https://www.centralfloridalifestyle.com/orlando-local-stories/preparing-students-with-disabilities-to-join-the-workforce/)
* *Nicholson Student Media*
  + [**http://www.nicholsonstudentmedia.com/news/first-internship-networking-event-held-at-ucfs-downtown-campus/article\_7f38ff92-b14d-11ec-ab7d-2b16b15c8b73.html**](http://www.nicholsonstudentmedia.com/news/first-internship-networking-event-held-at-ucfs-downtown-campus/article_7f38ff92-b14d-11ec-ab7d-2b16b15c8b73.html)
  + [**http://www.nicholsonstudentmedia.com/news/rosen-college-hosts-immersive-summer-camp-for-special-needs-high-school-students-graduates/article\_7e52c31a-f810-11ec-bcdb-1761f2d3272c.html**](http://www.nicholsonstudentmedia.com/news/rosen-college-hosts-immersive-summer-camp-for-special-needs-high-school-students-graduates/article_7e52c31a-f810-11ec-bcdb-1761f2d3272c.html)

**Life Coach:**

* Personal and business life coach for more than 12 years specializing in spiritual guidance and business consultations.
* Repeat private clients for more than 10 years.

**HIGHER EDUCATION EXPERIENCE**

**UCF Program Manager II**  March 2023 – present

Lockheed Martin College Work Experience Program

* Manage daily operations for over two hundred Lockheed Martin executives and hiring managers overseeing the recruitment and placement of UCF engineering, communication, finance, and business students for Co-op positions.
* Serve as the primary point of contact for more than three hundred UCF OPS Student Employees.
* Maintained time scheduling policies, approved bi-weekly payroll, and managed student employment issues.
* Facilitate monthly Lockheed Martin briefings to establish working relationships with management increasing recruitment and student retention.
* Disseminate feedback forms to Lockheed Managers for student progress and conflict resolution.
* Managing a $ thirty-five million grant program, ensuring timely marketing outreach initiatives to develop strategies to onboard and hire UCF student employees from all majors.
* Conduct monthly resume and interviewing workshops for UCF students assisting with application processing.
* Manage Human Resources processes and federal compliance for DOD federal contracting partner.

**UCF CCIE Inclusive Education Services Internship Management**  May 2022 – Aug 2022

OPS Team Member/Consultant (New program expansion)

* Built foundation for internship program including course audits, new textbook selection, and adjunct faculty training, curriculum redesign implementation of learning objectives and career development
* Managed internal and external internship program for students with exceptional learning abilities.
* Placed IES graduate in ORMC “We Build” internship pilot program - a high impact internship program
* Liaison for Orlando Health Internship Program for students with learning disabilities
* Employer point of contact for office-campus internship placements managing employee relations
* Internal liaison within the college for on-campus work experiences for students with learning disabilities using high impact practices including on-campus volunteer service learning
* Assisted external business partners to transition internship opportunities to permanent job placements using strategic communication and public relations principles. Created mid & final assessments for off-campus employers.
* Developed processes and policies to enhance Inclusive Education Services and quantify results.
* Conducted off-campus communal career counseling workshops for potential IES candidates to increase enrollment.
* Developed UCF partnership with Rosen Hospitality college. Co-facilitated employU summer career workshop for students with learning disabilities.

**UCF Experiential Learning Team Member** May 2021 – May 2022

Graduate Teaching Assistantship

* Conducted general internship advising appointments for higher education students in person and via Zoom seeking to gain industry experience in their program of study.
* Provided faculty liaison support to 2 UCF Faculty Coordinators to provide effective and high impact internship opportunities by conducting resume reviews and employment preparation appointments.
* Managed 3-4 Federal Work Study student employees each semester by training and handling escalated issues as Graduate Teaching Assistant
* Facilitated six experiential learning workshops per semester to enhance student learning and internship endeavors. Conducted workshop registrations via Handshake. Created and distributed Zoom reports to calculate and track student attendance to meet departmental goals and provide students with course credits.
* Created & distributed monthly marketing newsletters to 40,000 students monthly using Handshake to promote internships, workshops, experiential learning opportunities & professional development.
* Engaged in departmental outreach to collaborate with community and industry employers to develop employer partnerships with UCF's Experiential Learning Department.
* Assisted students with the development of leadership, communication, and critical thinking skills by way of internships, co-ops, and service-learning high impact practices.
* Proactively secured internship partnerships with businesses, nonprofit organizations, and corporations using LinkedIn and other outreach measures securing more than 50 summer internships.
* Reviewed and graded undergraduate and graduate student assignments in Canvas, provided feedback and suggestions using Rubric and Webcourse requirements.
* Assisted with tabling events to build employer engagement relationships.
* Supported and trained Student Assistant Employees acting as first point of contact to answer questions and implement processes.

**Teaching Experience / Internship Online course Co-Facilitator**

Graduate Teaching Assistant

* Responsible for instructing online internship courses of UCF undergraduate, graduate, and international CPT students.
* Reviewed assignments according to Rubric and provided feedback
* Administered semester grades to include final research papers and presentations
* Facilitated employer and student evaluations for each course to ensure satisfactory progress
* Ensured international Curriculum Practicum Training guidelines met to maintain student visas during off-campus internship employment

**UCF Experiential Learning Online Internship Canvas Courses**

**Co-facilitator:**

* + - * + IDS3947 (6 sections) - Fall 21
        + IDS 4947 (2 sections – Fall 21
        + IDS 6947 (2 sections) – Fall 21
        + IDS 3947 (4 sections) – Spring 22
        + IDS 4947 (4 sections) – Spring 22
        + IDS 6947 (3 sections) - Spring 22

**Rollins College Center for Career & Life Planning** Aug 2019 - May 2021

Career Advisor/Coach

* Provided in-depth resume and cover letter coaching to diverse Rollins College students and Alumni in person and via Zoom. Scheduled and tracked appointments via Handshake.
* Provided career coaching for on and off campus job searches and internships. Conduct mock interviews.
* Prepared students and alumni for interviews by researching companies and developing interviewing strategies.
* Assisted student-employees with onboarding, new hire paperwork for employment by reviewing federal documents for compliance.
* Served as point of contact for up to 5 Federal Work Study students to train and develop new hires.
* Created, designed, and presented business proposals to expand and develop career advising.
* Built relationships with Rollins international students to improve the use of career advisement and coaching services. Marketed departmental opportunities using student outreach strategies.
* Assisted undergraduate students with graduate school applications and personal statements.

**ADDITIONAL EXPERIENCE**

**Telecommunications Experience**  1992-Retired

AT&T - Small Business Sales Representative

* Top Annual Eastern Regional DSL/Business Internet Sales Representative.
* Managed small-mid level business accounts for AT&T & BellSouth Telecommunications by analyzing their operational needs and selling cost effective services for landline phones, wireless services and data needs while exceeding monthly sales goals.

Verizon Wireless – Fraud Analyst

* Analyzed systematic data to detect fraudulent wireless activity to create fraud cases for prosecution.
* Developed and distributed weekly reports identifying fraudulent trends to develop solutions & strategies.
* Proactively contacted customers to identify and substantiate subscription fraud activity.

BellSouth/AT&T – Customer Service

* Residential Sales and Service Representative for local and long-distance telecommunications services
* Met and exceeded monthly sales objectives, escalated service issues to team members
* Collaborated with management team to develop and implement team building activities

MCI Long Distance – Operator Services

* Provided long-distance operator services in a call center
* Analyzed and resolved residential technical issues
* Managed customer complaints to provide optimal customer service

**Project Management Experience**

**NCR Corporation, Atlanta, GA**  Apr 2001-June 2004

Sr. Business Analyst

* Managed multi-million-dollar restaurant and grocery store retail projects by providing technical solutions and point of sale equipment for retail operations and maintenance.
* Liaison for sales support between third party vendors to order, bill and ship equipment for retail and restaurant operations using Oracle based billing system. Completed month end billing and reports by reconciling project financials and billing customers. Provided solutions to shipping and receiving exceptions. Data analytics.
* Managed team of up to 30 individuals as liaison and point of contact to implement and complete Darden’s technical solution projects for retail renovations, expansions, and equipment maintenance.

**Entrepreneurial Experience**

D2R Productions LLC – Management Sept 2020 – Current

https://d2rproductions.com/

* Manage operations for video production company
* Develop marketing and promotions content
* Designed and built website, update content as needed
* Manage financials and operations

**COMMUNITY OUTREACH**

**New Hope for Kids, Orlando, FL**

Annual Golf Tournament Volunteer

* Served golf tournament participants to raise funds for a non-profit organization that supports children and families experiencing grief and traumatic events.

**Lake Minneola High School, Clermont, FL**

Fundraising Coordinator

* Procured donations from local businesses for the Lake Minneola High School Men’s basketball program by managing fundraising initiatives averaging $2,000 dollars monthly and selling advertising promotions.
* Calculated, documented, and transferred all monies to Head Coach to meet departmental goals.

**TECHNICAL SKILLS**

* Microsoft Word, Teams, Excel, PowerPoint, Outlook, Google Suite, Workday, MyUCF Peoplesoft
* Handshake, Zoom, Canvas, Social Media Platforms, GoDaddy Website Design