

# APPOLINE COGAN

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I bring 7 years' experience in the Education sector as a Teacher, a Student Learning Experience Officer and an Administration Officer. I am committed to provide a quality service to students and stakeholders with a strong focus on accurate and timely advice. I possess strong communication skills, both oral and written with an ability to work in both French and English, in a fast-paced environment. I am highly organised, capable of prioritising and managing multiple projects concurrently to meet ongoing deadlines.

## EMPLOYMENT HISTORY

From	To	Company	City, Country	Position
May 2019	Apr 2021	Ducere Global Business School	Melbourne, Australia	Learning Experience Officer
Sep 2016	Jan 2019	CSI - International School of Lyon	Lyon, France	Student Engagement and Administration officer
Sept 2015	Jun 2016	Gerard Philippe High School	Lyon, France	Counsellor and Student Advisor Intern
Sep 2014	Mar 2015	Cosmopoli French	Melbourne, Australia	French Teacher
Jul 2012	Sep 2014	Lyceum Language Centre	Melbourne, Australia	French Teacher

## PROFESSIONAL EXPERIENCE

### LEARNING EXPERIENCE OFFICER

#### **DUCERE GLOBAL BUSINESS SCHOOL**

May 2019 to

April 2021

Online education provider partnering with universities (University of Canberra, Torrens University...) delivering internationally recognised Bachelor and MBA courses.

#### Key responsibilities

- Work flexibly across a range of enquiry channels providing a quality customer service to students, internal and external stakeholders
- Manage student progression on Student Management System, track all at-risk students and offer additional support as required
- Contribute to the overall student communication strategy and manage all communications through Customer Management System
- Support Enrolments team with queries & liaise with universities' admission teams
- Coordinate enrolment campaigns for relevant intakes
- Understand and comply with university partners' policies and procedures
- Carry out regular student feedback surveys (plan, coordinate, review and follow-up)
- Maintain students' records on Student Management System, daily Learning Management System administration including onboarding and troubleshooting student issues
- Liaise with academic faculty with regards to student enrolments, assessment extensions, overall progress and specific requirements

#### Highlights

- Designed projects templates to streamline new intakes processes and created training material for new team members on each task

- Planned and monitored all Bachelors' intake related tasks in Asana (Project Management System)
- Re-designed Bachelor students onboarding process and communication journey

## **STUDENT ENGAGEMENT AND ADMINISTRATION OFFICER**

**CSI – THE INTERNATIONAL SCHOOL OF LYON**

*French state school with 9 international sections with more than 2000 enrolled pupils*

*September 2016 to  
January 2019*

### **Key responsibilities**

- Work effectively in a team environment and liaise across multiple departments to improve student experience and learning outcomes,
- Work flexibly across a range of enquiry channels providing a quality customer service to students, internal and external stakeholders,
- General administrative management and support to students and staff,
- Provide counsel and emotional support to students,
- Participate in and support school activities including enrolment, Open and Orientation Days,
- Liaise with academic faculty and students' families regarding student enrolments, overall progress and specific requirements.
- Administrative planning, maintaining database of students' progression, personal information including attendance, scholarship, health ...

## **COUNSELOR AND STUDENT ADVISOR INTERNSHIP**

**GERARD PHILIPPE HIGH SCHOOL**

*September 2015 to  
June 2016*

### **Key responsibilities**

- General administrative management and support to students and staff,
- Providing counsel and emotional support to students,
- Maintaining database of students' personal information including attendance, scholarship, health ...
- Organising and co- delivering school council representative training for newly elected students,
- Building various reports to evaluate the school 'climate' against key performance indicators including student absences, punctuality, and violence within the school.

## **FRENCH TEACHER**

**COSMOPOLI FRENCH**

*September 2014 to  
March 2015*

### **Key responsibilities**

- Creating engaging educational tools and classes for advanced French students
- Conducting small group and individual classroom activities based on differentiated learning needs to ensure all students are learning at full potential
- Managing classrooms and keeping students on task
- Preparing students for DELF/DALF Exams
- Organising workshops and student excursions to coincide with the various Francophile festivals

## FRENCH TEACHER

### LYCEUM LANGUAGE CENTER

July 2012 to  
September 2014

#### Key responsibilities

- Creating engaging educational tools and classes for advanced French students
- Organising workshops and student excursions to coincide with the Melbourne Francophone Festival
- Working as a teacher and account manager for Monash University's Faculty of Pharmaceuticals Sciences of over a period of 2 years (on behalf of Lyceum Language Centre)
- Preparing students for DELF/DALF Exams
- Managing classrooms and keeping students on task

## EDUCATION SUMMARY

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### SCHOOLS ATTENDED

From	To	School	City, Country	Expertise
2015	2016	University Lyon I	Lyon, France	1 <sup>st</sup> year of Master's in Education and Administration
2011	2012	University Paul Valéry	Montpellier, France	Bachelor of Education
2007	2010	University Paul Valéry	Montpellier, France	Associate Degree in Languages

## SKILLS & EXPERTISE

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#### Foreign languages

- French: native language
- English: fluent (+10 years of study, over 8 years spent in Anglophone countries)

#### Computer and software skills

- Proficient with Microsoft Office package (Word, Excel, PowerPoint, Outlook)
- Email marketing (CRM - Hubspot)
- Online survey, forms & polls (Typeform, Qualtrics)
- Student learning portal (LMS - Moodle, Canvas)
- Project & task management (PMS – Asana)
- Communication platforms (Zoom, Microsoft Teams, Slack)
- File management (Google Drive, Google Apps)

## HOBBIES AND INTERESTS

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- Traveling – Amongst my significant travels: Japan, South East Asia, Middle East, Canada and Europe
- Gardening and Contemporary Art
- Reading – Fiction, Social and Cultural studies