Stephanie Richards, M.S. ED.

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**Educational Administration**

**Student Transition / Student Services Support / Administrative Operations**

Student-centered and skilled professional with hands-on experience in managing and improving a wide array of administrative operations within the education sector. Adept at managing performance review, reviewing admission decisions, training new employees, completing admission applications, maintaining student data, and updating degree evaluations. Known for delivering counseling and support services to newly transferred students. Articulate communicator, able to build strong relations with team members, senior management, and students.

***Core competencies include:***

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| * Educational Administration * Student Evaluation & Transfer * New Admissions Management * Staff Training & Development | * Team Building & Leadership * Student Database Management * Continuous Process Improvement * Events & Program Management |

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|  | **Professional Experience** |  |
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Mercy College, Yorktown Heights, NY

**Transfer Team Assistant Director, Student Services Support Center** (May 2016 – Present)

Deliver support in managing workflow, training, and performance reviews of transfer counselors within the department. Timely develop and update degree evaluations in the degree Works system according to the catalog updates. Regularly review decisions related to the admissions of transfer students. Plan and arrange training sessions on transfer credit articulation, financial aid basics, and transfer policies and procedures for new employees. Swiftly respond to all transfer credit-related questions with the support of academic advising staff. Involve in all admission events for educating students and parents. Provide assistance to the associate director in routine operations. Aid in the streamlining database, importing records, and processing recordings during the College of New Rochelle teach out.

***Selected Accomplishments:***

* Contributed efforts with team members to the smooth transition of students from a closing institution.
* Retained a seamless workflow during supervisor's leave of absence.

**SSSC Counselor** (March 2015 – May 2016)

Supported in the processing of daily activities of the student services support center. Received follow up on applications to ensure complete applications of admissions. Managed and maintained student applications, transcripts, and other admissions documents. Entered students’ data into Talisma, when required. Met with newly transferred students and discussed opportunities and benefits at Mercy College.

***Selected Accomplishment:***

* Commended for excellent performance and promoted to the position of Assistant Director in one year.

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*Established reputation as Direct Service Provider (December 2014 – March 2016) with Living Resources*

*As Adoption Counselor (August 2014 – December 2014) with Forever Families Through Adoption, Inc.*

*As Garfield Prevention Coalition Coordinator (December 2013 – August 2014) with The Center for Drug & Alcohol Resources*

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|  | **Education & Credentials** |  |
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**Master of Education in School Counseling**, Long Island University — Purchase, NY (January 2012)

**Bachelor Degree: Media, Society, and the Arts**, Suny Purchase College — Purchase, NY (August 2009)

**Associate Degree: Liberal Studies (Humanities)**, Suny Westchester Community College — Valhalla, NY (May 2007)