

Cassandra Neri
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EDUCATION

University of Hawai'i at Mānoa

Degree: Bachelor of Arts in Communication, GPA: 3.81

Degree earned: December 15, 2018

Attended Spring 2016 to Fall 2018

University of Hawai'i at Kapi'olani Community College

Degree Achieved: Associate of Arts in Liberal Arts

Attended Fall 2013 to Fall 2016

WORK EXPERIENCE

Student Support Specialist – STAR Asst

Kekaulike Center, Kapi'olani Community College | October 2021 - present

- Assist in the day-to-day operations of the graduation and transcript evaluation departments as appropriate.
- Mail out student diplomas.
- Verify student information on incoming transcripts and process requests for transcript evaluations.
- Input previous institution courses into Banner, prepare transcripts for evaluation by Student Support Specialist.
- Record name changes and other academic/demographic information in physical files and in student records database.
- Respond to inquiries by telephone and email regarding academic standing, transcript evaluation status and transcript issues, and provide guidance regarding the transcript evaluation process.
- Refer students to appropriate department as needed.
- Maintain files in proper order; pull records for processing; refile; purge transcripts.
- Maintain log of incoming out-of-system transcripts and overall completed evaluations.
- Input STAR Advisor Notes with transcript evaluation updates.
- Perform miscellaneous job-related duties as assigned.

Instructional & Student Support Specialist

Kekaulike Center, Kapi'olani Community College | September 2019 to November 2020

- Performed awarding of credentials in student database system for students who have applied to graduate or are eligible of a credential through Reverse Transfer and Automatic Credential initiatives.
- Assisted with the management of graduation and transcript evaluation records. Included inputting data into the student information system, ordering diplomas, notating GERFs, etc.
- Assisted with monitoring academic progress for students in degree pathways. Included evaluating and verifying degree eligibility and working with academic advisers and students during the award process.
- Assisted in updating information on the graduation and degree program website.

- Assisted in training to update students, faculty and staff on new initiatives and/or changes made to transcript and graduation processes.
- Assisted in developing strategies for streamlining the graduation and transfer credit process. Followed up on individual students' requests and interpreted policies to make on the spot decisions for exceptions on refunds and requests to waive deadlines and fees (pertaining to graduation).
- Performed transcript evaluations for students admitted to degree pathway programs, including the evaluation of students' prior learning credits (CLEP, AP, IB,).
- Kept current with new academic policy approved by administration or through college governance channels (i.e. articulation agreements with four-year institutions, neighbor island outreach programs, high school articulation, etc.).
- Assisted with the management of the course articulation database and making determinations as to the articulation of transfer courses.
- Assisted with the design, implementation, and oversight of communication flow between the College and all petitioned students, from submission of the Application for Graduation or eligibility of automatic credential to awarding.
- Assisted in the day-to-day operations of the graduation and transcript evaluation departments as appropriate.
- Assisted in the maintenance of the College's Degree Audit System, to include creating, implementing, and managing curriculum rules based on the College's approved curriculum.
- Served on the STAR Core Team as a STAR degree audit and planner resource.
- Assisted in the development and maintenance of graduation department online forms and procedures.
- Assisted with the daily supervision of the graduation department and transcript evaluation department student employee(s).
- Assisted in developing strategies for online trends in Student Services to increase efficiency in workflow.
- Trained graduation department and transcript evaluation department student employee(s).
- Recommended changes to rules and procedures affecting the Kekaulike Center services as it pertains to Graduation and Transfer Evaluation process.
- Assisted with the graduation and transcript evaluation needs of students (in person, email, and telephone services) and referred students to specialized programs offered as appropriate.
- Performed miscellaneous job-related duties as assigned.

Student Services Specialist Support Assistant

Kekaulike Center, Kapi'olani Community College | January 2019 to September 2019

- Served on the STAR Core Team and assisted in the maintenance of STAR degree audit and planner.
- Kept track of new or updated courses and curriculum in Kualii (KSCM) and updated unofficial course/curriculum tracking database.
- Assisted in updating parameters in STAR Rules.
- Assisted in the day-to-day operations of the graduation and transcript evaluation departments as appropriate.
- Assisted with the graduation and transcript evaluation needs of students (in person, email, and telephone services) and referred students to specialized programs offered as appropriate.
- Performed transcript evaluations for students admitted to degree pathway programs, evaluated students' prior learning credits (CLEP, AP, IB); regularly updated the transfer database and assisted in making determinations as to the articulation of transfer courses.
- Assisted with monitoring academic progress for students in degree pathways. Included evaluating and verifying degree eligibility and working with academic advisers and students during the award process.
- Assisted with the management of graduation records. Included inputting data into the student information system (including GERFs, etc.), and the ordering diplomas.
- Trained graduation department and transcript evaluation department student employee(s).

- Assisted with the daily supervision of the graduation department and transcript evaluation department student employee(s).
- Performed miscellaneous job-related duties as assigned.

Records Student Assistant

Kekaulike Center, Kapi'olani Community College | August 2016 to January 2019

- Kept track of new or updated courses and curriculum in Kualii (KSCM) and updated unofficial course/curriculum tracking database.
- Assisted in updating parameters in STAR Rules.
- Verified student information on incoming transcripts and processed requests for transcript evaluations.
- Inputted previous institution courses into Banner, prepared transcripts for evaluation by Student Support Specialist.
- Recorded name changes and other academic/demographic information in physical files and in student records database.
- Responded to inquiries by telephone and email regarding academic standing, transcript evaluation status and transcript issues, and provided guidance regarding the transcript evaluation process.
- Referred students to appropriate department as needed.
- Maintained files in proper order; pulled records for processing; refiled; purged transcripts.
- Maintained log of incoming out-of-system transcripts and overall completed evaluations.
- Inputted STAR Advisor Notes with transcript evaluation updates.
- Performed miscellaneous job-related duties as assigned.

Cashier

Snow Factory | May 2014 to March 2017

- Provided pleasant customer service.
- Cash handling, operated and balanced cash registers.
- Maintained extensive knowledge of menu items, including new, special, and seasonal items.
- Prepared and delivered food products.
- Maintained inventory.
- Cleaned the entire store inside and outside to Department of Health sanitation standards.
- Regularly opened and closed store.
- Assisted in sales and food preparation at festivals and other special events as needed.

SKILLS

Customer Service:

- Patient and friendly with customers
- Provides customer satisfaction
- Able to multitask

Computer:

- Proficient in usage of PCs and word processing programs, including Microsoft Word, Excel, and PowerPoint
- Competent in Adobe CC apps, including Illustrator, InDesign, Photoshop, Lightroom, After Effects, and Premiere Pro

Additional Skills:

- Organized
- Able to work independently and efficiently with minimal supervision
- Good interpersonal skills, works well in office setting, works well with others

- Ability to prioritize, organize and execute plans in advance with good time management techniques
- Quick, efficient learner
- Competent in producing reports using proper spelling, punctuation, and grammar

AWARDS AND SCHOLARSHIPS

- University of Hawai'i at Mānoa Fall 2017 Dean's List
- University of Hawai'i at Mānoa Spring 2018 Dean's List
- 2022/2023 John Young Scholarship Award Winner, New Media Arts Category
- 2022 Pele Gold Award Winner, Pele Silver Award Winner, and Pele Bronze Award Winner