

Sarah Kreidinger

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SKILLS

Program Enhancement and Management
Working on Cross-Functional Teams
Project Management
Policy and Process Creation

Presentation Development and Public Speaking
Hiring and Building Teams
Diversity and Inclusion Program Creation and Education
Excel (VLOOKUP, Pivot Tables), Access, Word, PowerPoint

EDUCATION

The Ohio State University, Columbus, OH

Master of Business Administration

August 2019

Recipient of Weidler Scholars Award for being in top 10% of graduating class

Master of Arts in Higher Education and Student Affairs
2013

May

Bachelor of Science in Business Administration, Marketing Specialization
2011

June

Bachelor of Arts in French Language and Culture

PROFESSIONAL EXPERIENCE

The Ohio State University, Columbus, OH

Graduate Program Manager

October 2017 – Present

Department of Agricultural, Environmental, and Development Economics (AEDE)

- Drive data-informed departmental business operations related to graduate student life cycle, including marketing, student recruitment, strategic enrollment, student advising, and job market placement
- Streamline and improve processes and departmental graduate program outcomes in highly matrixed organization
- Lead initiatives to bolster PhD program recruitment efforts and outcomes, resulting in a 43% increase in average yearly completed applications while improving key metrics of applicant quality
- Organize, administer and track offers of admissions and funding for all applicants to Master's- and PhD-level programs
- Secure \$1.64M in fellowship awards for prospective PhD students through management of all aspects of AEDE university fellowship competition submissions, including nominee selection and creation of application materials
- Lead all aspects of Graduate Associate hiring process, including selection and assignment of Graduate Teaching Associates, concern management, and allocation of annual departmental resources valued at \$1.2M
- Oversee curricular review of the MAE and PhD programs and adjustments to programs, including a redesign of second-year PhD curriculum and creation of 22 new classes in support of key departmental goals for MAE and PhD programs
- Design and execute degree-specific job market preparation series for all graduate students
- Develop, implement, and assess departmental academic and funding policies in compliance with overarching college- and university-level guidance
- Act as main point of contact for AEDE graduate students and faculty for student-related concerns
- Manage departmental master class schedule to reconcile faculty contractual teaching loads and schedules, departmental teaching needs and Graduate Teaching Associate assignments
- Lead simultaneous initiatives and provide change management for academic concerns, including emergent issues related to COVID-19 and relevant contingency plans for new initiatives
- Nominated for Shirley Brooks-Jones Citizenship Award for creative problem solving and ongoing excellence in service (2021)

Flourish Farm and Company, Columbus, OH

Co-Founder and Director of Customer Experience

June 2019- Present

- Create business to provide curated container gardening kits featuring organic vegetables, herbs and cut flowers, as well as integrated, continuous customer education and support throughout the growing season
- Conduct market research to understand home gardening trends for target market with aim of meeting customer needs through new product development and existing product enhancement
- Launch new product lines with focus on concept creation, input sourcing, and educational content creation
- Develop communications content for all Flourish Farm and Company products, including order follow-up, time-relevant educational emails to guide customers in their plant care journey, and cross- and up-selling opportunities

- Plan and execute test garden to determine best inputs for future flower container kits, including land transition and preparation, seed starting, planting, and plant lifecycle maintenance for approximately 1000 individual plants

The Ohio State University, Columbus, OH

Program Coordinator of Academic Initiatives

June 2015 – September 2017

- Created, implemented, evaluated and supported initiatives that facilitated residential student academic success, prioritizing those that aligned with programmatic purpose and goals
- Co-facilitated strategic and progressive marketing plan in support of learning community recruitment goals, including web content, print materials, informational presentations to internal and external stakeholders and recruitment events
- Provided functional supervision to master's-level professional staff for initiatives relating to Women in Engineering, Engineering House and First Year Collegian Learning Communities
- Managed Residence Life (RL) Peer Tutoring Program, including recruitment, supervision and evaluation of two Tutor Managers and 40 Peer Tutors across seven individual locations on the Ohio State University campus
- Managed RL Peer Tutoring Program annual budget of \$57,000, prioritizing strategic initiatives to support student success
- Oversaw marketing activities for RL Peer Tutoring Program, including production of cost-effective online and print marketing materials, to attract and recruit highly qualified potential employees and increase usage by students
- Created comprehensive assessment and roll-out plan for RL Peer Tutoring Program to address themes for improvement in feedback about tutor and tutee experiences
- Led change management efforts to align with new tutor tracking software adopted by university and participated in early adopter group that beta-tested product and provided feedback on features and functionality
- Represented Residence Life on Academic Recovery Committee, a university-wide, cross-functional team charged with creating and executing a holistic academic support program for first-year students on academic probation
- Produced and maintained strategic professional partnerships with staff in academic and Student Life units to support learning communities, the RL Peer Tutoring Program and Academic Recovery Committee efforts
- Collaborated with various university stakeholders to ensure departmental compliance with established procedures
- Tracked tutoring program performance against program goals to ensure alignment with program mission
- Received Student Life Outstanding Supervisor Award (2017) for providing superior support to RL Peer Tutoring managers

The Ohio State University, Columbus, OH

Departmental Resident Manager Coordinator for Residence Life

April 2014 – June 2015

- Developed and implemented recruitment processes for Resident Manager (RM) position, increasing applications by 63%
- Spearheaded Title IX training for 500+ student employees, utilizing in-person training and online distance learning options
- Designed and led ongoing training and professional development opportunities for current Resident Managers to facilitate exposure to career development resources and over-arching professional best practices
- Collaborated with various university stakeholders including HR, Risk and Emergency Management and Housing Services to ensure departmental compliance with established university policies and procedures
- Created departmental position description for Office Assistants and updated evaluation materials for RM position
- Taught academic credit-bearing class regarding leadership and management techniques related to the RM position
- Co-conceptualized and implemented committee of returning Resident Managers to provide professional development, training content and support for incoming Resident Managers

The Ohio State University, Columbus, OH

Residence Hall Director, Lane Avenue Residence Hall

July 2013 – June 2015

- Administered the daily operation of a residential community consisting of 450 undergraduate students
- Created and implemented a strategic Community Development Model that supports academic success, diversity education, co-curricular learning and professional and personal growth for students at various developmental stages
- Recruited, hired, trained and evaluated a staff of 9 Resident Advisors and 1 Resident Manager
- Managed a comprehensive and intentional experience for Global Business Learning Community, a program for first-year business students, in collaboration with staff from the Fisher College of Business
- Organized and executed Horror On Lane, an annual signature event requiring budget of +\$2000, over 100 volunteers and with attendance in excess of 600 campus students and community members
- Acted as liaison to professional staff in HR, Honors & Scholars, University Dining, Housekeeping and Facilities & Maintenance
- Recruited, trained and advised hall council student leaders to provide building-wide social and educational experiences
- Responded to crises in-hall related to mental health, student safety, facilities and other emergent issues
- Oversaw an annual community budget of approximately \$10,000 and Global Business Learning Community budget of \$4,200