

GENEVIEVE MLADENKA

gmmladenka@gmail.com

EDUCATION

The University of Chicago

M.A., Humanities

June 2016

The University of Texas at Austin

B.A., English (Honors)

May 2013

Minors: French Language; Czech Language

PROFESSIONAL EXPERIENCE

Northwestern University School of Professional Studies (Chicago, IL)

Oct. 2018 - present

Enrollment Adviser

- Dive interest, application, and enrollment in SPS programs as the point of contact for prospective students
- Advise prospective students by phone, email, chat, and text; conduct quarterly information sessions; guide application completion in accordance with application policy
- Maintain highest knowledge of SPS programs to serve as resource for prospective students and colleagues within the department
- Develop effectiveness as an enrollment adviser with data-driven analysis of application conversion and results of communication campaigns

Communication and Project Lead

- Strategize with CRM administrators on the implementation and improvement of communication processes
- Direct and manage the overarching project of uploading current communications and implementing future communication processes within new CRM system
- Drive project completion by organizing meetings, establishing timelines, outlining goals, and reprioritizing tasks as deadlines and directives shift
- Support colleagues with agile learning of new systems and current processes and include fellow advisers in creation and implementation of current and future communications
- Standardize, create, and implement templates, targets, processes, and data analysis for communications to prospective student population

Vogelzang Law, PC (Chicago, IL)

Sept. 2016 – Sept. 2018

Senior Claims Analyst

- Consulted with clients regarding claims procedures, expectations of claims process
- Organized and presented data analysis in weekly reports to clients, attorneys, colleagues
- Oversaw department hiring process; interviewed and supervised new hires
- Collaboratively implemented and maintained firm-wide databases and various online portals

Runkle Law, LLC (West Lake Hills, TX)

Dec. 2013 - July 2015

Paralegal/ Project Assistant

- Extracted, organized, analyzed, and submitted confidential data of over 14,000 clients

PROFESSIONAL DEVELOPMENT

Northwestern Full-Stack Boot Camp (Chicago, IL)

Mar. 2023 (expected)

Completing 6-month program for front-end and back-end technologies associated with full-stack web development

Lead 4 Success (Chicago, IL)

Aug. 2021

On the premise that leadership is an act rather than a position, developed four fundamental leadership areas in self-awareness, learning agility, influence, and communication

SKILLS

Language: Communication: Native English, Intermediate French, Intermediate Spanish, Intermediate Czech, Basic Latin; Technical: React, JavaScript, jQuery, HTML5, CSS, Bootstrap, BULMA, APIs, Express, MySQL, Sequelize, MongoDB, Mongoose, GraphQL, MERN, Node
Software: Outlook; Radius Database; Adobe Dreamweaver; Microsoft Office Suite; Microsoft Access Database; VS Code