**Ivan Avramović**

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**EDUCATION**

**Quinnipiac University,** School of Business Hamden, CT

Master of Science, Business Analytics August 2020 – Present

* Relevant Coursework: Data Mining, Optimization, Data Warehousing, Data Management, Predictive Modeling

**George Mason University,** Carter School for Conflict Analysis and Resolution Fairfax, VA

Master of Science, Conflict Analysis and Resolution August 2016 – May 2018

* Master’s Thesis: Diaspora Nationalism: How the Bosnian Diaspora in the United States Engages in Home Politics

**George Mason University,** College of Humanities and Social Sciences Fairfax, VA

Bachelor of Arts, Global Affairs August 2012 – May 2016

**SKILLS**

* **Data Science Technologies:** Microsoft SQL Server, Stata, SPSS, SAS Enterprise Miner, SAS, Tableau
* **Additional Skills:** Salesforce CRM, Data Management, Statistics, Optimization, Microsoft Excel, Google Suite, Supervisory Skills, HTML, CSS

**PROFESSIONAL EXPERIENCE**

**Revolutionary Integration Group Bethany, CT (remote)**

Business Analyst Intern May 2021 – Present

* Responsible for performing market characterization for potential commercial partnerships
* Perform market research on where RIG Dynamic Trust could be utilized
* Generate business plans for partnering up with potential RIG customers
* Constructed a sales and pricing model for customers wanting to purchase RIG technology

**2U, Inc** Lanham, MD

Senior Admissions Counselor February 2019 – March 2020

* Generated reports and dashboards utilizing Salesforce and Tableau and presented findings cross functionally with Customer Success and Marketing departments to increase enrollments by 25% and added revenue of $750,000
* Closely worked with the Sales Operation department to upgrade call strategies for Admissions Counselors leading to a higher contact rate
* Utilized Tableau to track overall team productivity and goals
* Managed a team of five Admissions Counselors via 1 on 1 development sessions
* Accelerated the recruitment of students for future cohorts by maintaining the sales portfolio pipeline of five admissions counselors
* Organized and led team-wide, weekly meetings
* Developed emails targeting prospective students as a team marketing resource
* Collaborated with internal stakeholders including Student Success, Sales Operations, Program Management, and Marketing departments to increase customer contact and conversion rates
* Hosted weekly meetings between Admissions and Student Success departments regarding long-term customer retention
* Designed and coordinated Admissions Counselor-led, customer-facing webinars
* Educated brand new admissions counselors with department-wide training webinars focusing on Salesforce lead prioritization and effective time management
* Surpassed Tier 1 goals and other metrics listed in the Admissions Counselor position below

**2U, Inc** Lanham, MD

Admissions Counselor June 2018 – February 2019

* Consulted prospective students through the graduate admissions process from starting an application to program registration
* Consistently met cohort goals in a rapid, deadline-driven environment by utilizing Salesforce resources to increase customer numbers
* Administered and coordinated program-wide webinars
* Spearheaded the creation of a new customer recruitment strategy, the Virtual Open House
* Designed the internal program website which was utilized for training new hires and current Admission Counselors
* Mentored new Admissions Counselors by providing resources and individual pieces of training
* Hosted Professional Development multi-national meetings to share cross-team best practices and resources for Admissions Counselors
* Exceeded Tier 1 sales goals bringing in $2.5 million in revenue.

**George Mason University, Housing and Residence Life** Fairfax, VA

Graduate Resident Director July 2017 – May 2018

* Oversaw the daily operations of Commonwealth Hall, housing approximately 250 first-year residents
* Directly managed 8 resident advisors: conducting weekly staff meetings and holding weekly one-on-one meetings with individual resident advisors
* Serve on a 24/7 on-call rotation to respond to crisis in a residential neighborhood housing approximately 2,500 students to ensure the safety and well-being of students on campus
* Assisted in the recruitment and selection of resident advisor staff, facilitating group process, holding individual interviews, and hiring RA staff
* Assisted with training and development of resident advisors, both through formal training and on an on-going basis
* Developed and implemented a community development plan to serve the specific needs of the student population living in Commonwealth Hall
* Completed daily administrative tasks related to systems utilized for student support, including Beacon, GetConnected, Residential Management System, and PAVE: Campus Safety and Student Conduct
* Managed a purchasing card budget and all records related to card use through the Bank of America eWorks online system

**George Mason University, Housing and Residence Life** Fairfax, VA

Graduate Assistant for Residential Education July 2016 – May 2017

* Managed a staff of 6 student staff members who were directly responsible for the up keeping of a resource center on the George Mason University campus
* Coordinated the recruitment and selection of 200 student staff members, including planning and implementing group process, individual interview process, and the selection meeting
* Designed educational programs for the professional development of student staff members
* Assisted with the management of GetConnected, the online system utilized for student programming and events
* Created reports analyzing programming data to communicate completion of department goals

**National Pest Management Association** Fairfax, VA

Marketing and Policy Intern May 2015 – August 2015

* Implemented a new online software platform throughout the association by inputting existing data into a new system meant for training purposes
* Built content for the association’s mobile application for improved usage by members at regional and national conferences
* Researched national pest management policies and worked with public policy manager to share information via website to association members
* Created and distributed newsletters that went to state associations weekly