



## Education Student

Salt Lake City, UT | 555-555-5555 | educationsample2@gmail.com

### EDUCATION

#### **Master of Education, Educational Leadership and Policy (Student Affairs)**

*University of Utah*

May 2018

Salt Lake City, UT

#### **Related Coursework**

Contemporary Issues in Diversity in Higher Education  
College Student Development Theory

Individual & Group Intervention in Higher Education  
Introduction to Student Affairs Assessment

#### **Bachelor of Arts, Astronomy**

*Pomona College*

May 2016

Claremont, CA

### RELATED EXPERIENCE

#### **Graduate Assistant, International Student Services**

*University of Utah*

September 2017- Present

Salt Lake City, UT

- Advise and provide guidance to F-1 international students including regulatory matters, visa appointments, personal issues, and social/academic concerns to identify and address individual concerns.
- Issue the form I-20 to newly admitted graduate students for 11 Graduate Admission Departments.
- Implemented a streamlined process to reduce the turnaround time for issuing I-20s by 50%.
- Streamlined the communication process between ISSS and incoming international students including updating the website with up-to-date information to improve the student-reply turn around.
- Produced data for the annual report for ISSS that included international student numbers and demographics to inform future department decision making.
- Led the effort of overhauling the information exchange process for the whole office and reduced email flow to the office by 40%.

#### **Academic Advising Center Graduate Assistant**

*University of Utah*

September 2016 – August 2017

Salt Lake City, UT

- Monitored and advocated adherence to program requirements to ensure timely graduate completion.
- Fostered partnerships with other student affairs programs to identify broader student challenges and explore solutions.
- Created and presented orientation webinars using creative digital media for new students and stakeholders.
- Improved retention by 10% via relationship building with students and alumni referrals.
- Engaged in program execution via completion of student enrollment and consistent student follow ups.
- Analyzed transfer credits versus program requirements to ensure timely graduation.
- Created and published comprehensive schedules for students to encourage continuous enrollment.

#### **Financial Aid Advisor**

*University of Utah*

May 2014 – August 2016

Salt Lake City, UT

- Trained students and staff on Federal and State regulations regarding degree programs and Financial Aid to provide consistent, accurate dissemination of information to students.
- Coordinated payment schedules for a roster of over 300 active students to ensure financial accuracy.
- Researched student accounts to ensure accuracy of ledgers and performed account adjustments as necessary.
- Maintained a financial database and analyzed data to guide day to day operations.
- Coached students on identified issues to determine proper means of resolution, monitored progress, and adjusted to students' changing needs.
- Led division in re-entering withdrawn students over a 3-month period, resulting in an additional \$3 million in revenue for the academic year.