

# VICTOR BORGES

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## EDUCATION

### **Master of Education, Higher Education Administration and Student Personnel (May 2018)**

*Kent State University, Kent, Ohio*

### **Bachelor of Arts, Psychology (May 2016)**

*State University of New York at Geneseo, Geneseo, NY*

Minor: Mathematics

## ORIENTATION & STUDENT TRANSITION EXPERIENCE

### **Graduate Supervisor, Destination Kent State: Advising & Registration**

*Student Success Programs, Kent State University (Jan. 2017 – July 2017)*

- Implemented Destination Kent State: Advising and Registration for approximately 4300 new students and 4500 guests
- Collaborated with faculty, staff, and student employees of various colleges and departments on campus to meet the needs of the program, as well as the students and guests
- Presented program sessions for approximately 200 students and 250 guests per session
- Communicated program announcements and updates to all students and guests
- Organized evening social activities for all students attending orientation
- Assisted in the recruitment and selection of 24 orientation leaders (Flashguides)
  - Directly supervised a team of 12 Flashguides
- Developed personal and professional development activities for student staff
- Resolved inter-staff conflict through personal communication, mediation, and conflict management
- Conducted bi-weekly one-on-one meetings to provide and receive feedback on performance
- Accommodated students and guests regarding special assistance (wheelchairs, interpreters, etc.)

### **Graduate Intern**

*Office of First Year Student Services, Youngstown State University (Jan. 2017 – May 2017)*

- Developed group interview activities to evaluate a candidate's performance in skills such as ability to follow direction, critical thinking, adaptability, and receptiveness to constructive feedback
- Assisted with the implementation of two Spring orientation sessions for 200 students and 250 guests at each session
- Conducted individual and group interviews for Orientation, IGNITE, and Peer Leader candidates
- Established a comprehensive First Year Student Services website by updating information and exploring innovative methods of displaying information
- Designed an orientation session consisting of campus resources and information geared toward first year students and their families
- Developed a PowerPoint presentation to be shown during student staff recruitment information sessions outlining position details, expectations, and compensation
- Responded to student and guest inquiries during orientation sessions

### **Student Orientation Coordinator: Staff Selection & Training**

*Office of New Student Programs, SUNY Geneseo (Nov. 2015 – July 2016)*

- Supervised a staff of 25 Orientation Leaders (OL)
- Collaborated with three Student Orientation Coordinators to facilitate the execution of two, one-day transfer student orientation sessions and six, two-day first-year student orientation sessions
- Coordinated staff meetings before and after each orientation session
- Moderated the OL student panel to address the questions and concerns of parents and guests
- Coordinated the recruitment and selection process of Orientation Leaders
- Collaborated with various campus departments to create a comprehensive, two-week training
- Connected students and guests to appropriate campus departments to answer questions
- Provided exceptional customer service to ensure all guests enjoyed a positive experience

## **Orientation Leader**

*Office of New Student Programs, SUNY Geneseo (May 2013 – Sept. 2015)*

- Supported incoming first-year and transfer students in their college transition
- Assisted in the overall success of the two-day, first-year orientation sessions and the one-day, transfer sessions
- Facilitated group activities that gave students opportunities to connect with other students
- Communicated with parents, family members, and guests of incoming students

## **RESIDENCE LIFE & HOUSING EXPERIENCE**

### **Assistant Residence Hall Director**

*Residence Services, Kent State University (Aug. 2016 – May 2018)*

- Supervised a staff of 12 Resident Assistants
- Co-facilitated weekly staff meetings with Residence Hall Director
- Initiated and implemented on-going training and staff development activities for student staff
- Resolved inter-staff conflict through personal communication, mediation, and conflict management
- Advised Hall Council, the programming body for 500+ residential students
- Interpreted and enforced University and Residence Services policies and procedures
  - Resolved and mediated approximately five student conduct cases on a weekly basis
- Responded to emergency situations appropriately and efficiently while on-call for 24-hour shifts
  - Collaborated with KSU Police, Facilities Management, and other constituents for resolution
- Responded to parent and family inquiries on move-in day and throughout the semester
- Connected students to appropriate campus resources via hall programs and staff referrals
- Supported and assessed the needs of at-risk students on academic probation (Early Alert system)

#### **Resident Assistant (RA) Recruitment Committee:**

- Planned, implemented, and executed the Resident Assistant recruitment process, including advertisement, individual interviews, selection, and notification
- Presented at RA Recruitment Information Sessions

#### **Social Justice Committee:**

- Planned, implemented, and executed relevant programs on the theme of social justice to support all professional staff and 6500+ residential students
- Presented at social justice trainings for Resident Assistant staff
- Created an introduction to social justice for Residence Services student staff via video technology

## **PROGRAMMING EXPERIENCE**

### **Events and Recruiting Coordinator Intern, Career Service Office**

*College of Business Administration, Kent State University (Dec. 2017 – May 2018)*

- Led the execution of Career Services Office events, such as Sales Fair and Mock Interview Week
- Created day-of logistics for events, including staffing, roles and student volunteers
- Analyzed previous satisfaction surveys and adapted to gather more applicable feedback
- Collected feedback from event attendees to inform improvements in future planning
- Assisted in editing and content creation of marketing collateral through WRIKE project management system
- Coordinated Mock Interview Week by communicating schedules for employers, advisors, and students
- Managed employer registration for Sales Fair and provide regular updates to team members
- Responded to student and employer inquiries in a timely manner via email

## **TEACHING & RESEARCH EXPERIENCE**

### **Teaching Intern and Research Assistant**

*Psychology Department, SUNY Geneseo (Sept. 2014 – May 2016)*

- Prepared and presented lectures, assisted faculty in the classroom, and graded assignments
  - Interned for Abnormal Psychology, Introductory Psychology, and Gender/Developmental Aggression
- Served as Head Research Assistant in the Sibling and Peer Research Group (SPRG) and managed eight student research subgroups
- Served as the Webmaster for SPRG and maintained the website using Drupal software
- Collected data for a longitudinal study on assertive and affiliative language in children