
PROFESSIONAL EXPERIENCES

Strategic Consultant, Technology Partner Success | EAB

October 2022 – Present

- Provide subject matter expertise about student success, conduct research, and collect best practices to create and train on content that bolsters the reach and impact of consultants across the segment.
- Developed and implemented internal, cross-team training for partner (client) leadership team redesign.
- Integrated new student success CRM product utilization maturity curves in standard business processes, including internal team training, partner-facing message, data analysis, and continued optimization.
- Served as a key contributor to the internal Mental Health Task Force, mobilizing tech-enabled insights related to supporting student mental health, enabling stepped care, and cultivating belongingness.
- Serve as partner-facing subject matter expert in developing or stewarding new and key initiatives in high value ways; lead standalone and pilot consulting engagements to drive results or explore new initiatives.
- Serve as content expert and liaison for annual conference programming, with specific focus on strategy conversations and research workstreams.
- Chair firmwide mental health employee resource group (ERG) and actively contribute to DEIB work.
- "Think Big" Award recipient in recognition of stewardship of firm values.

Strategic Leader (Consultant & Client Success Manager), Student Success | EAB

May 2021 – October 2022

- Served as the strategic and tactical liaison for 20+ higher education partner institutions optimizing their use of the Starfish platform (B2B CSM/PSM for SaaS CRM).
- Trained clients on best practices in student success, project management, and technology integration to maximize student retention and persistence outcomes; verified \$600K+ in partner ROI in H2 of FY22.
- Delivered assessment, planning, and implementation data for ongoing and milestone benchmarking to support customer success and utilization/growth strategy, particularly with executive audiences.
- Contributed to broader firm initiatives and DEIB priorities through leadership in the mental health employee resource group and technology engagement council.

Dean of Academic Services/Student Success | Christian Brothers University

March 2019 – May 2021

- Served as lead administrator charged with driving holistic retention and student success efforts through academic advising, First Year Experience, accommodations and accessibility services, student-athlete success framework, peer education, and technology integration.
- Envisioned, recruited, and led a team that doubled in size, growing to nine professional staff members and 50+ peer educators as part of intentional organizational change and talent development strategy.
- Developed and executed transition to and continued enhancement of professional advising model; achieved >90% student compliance with advising requirements in first semester of launch.
- Spearheaded initiative and project managed student success CRM (Starfish), including RFP and vendor search, overall direction of functional and technical implementation processes, internal training needs, and plan supporting on-time launch and phased roll out within six (6) months of contract launch.
- Facilitated promotion and scaling of academic alert processes, leading to >200% term-over-term growth in reporting and intervention cycles for three consecutive semesters.
- Stewarded three grant-funded advancement projects, including partnership with TheDream.US and collaborative proposal securing \$500,000 grant for data-driven student success efforts.
- Chaired the Student Emergency Fund Committee and served as a member of the President's Cabinet, Behavioral Intervention Team, Student Outreach Network, Academic Council, and Honors Council.
- Introduced and executed new student success programming, including the inaugural Lasallian Student Leadership Conference and National First Gen College Celebration Day.

Director of Training & Programming | Chi Omega Fraternity Executive Headquarters

January 2016 – March 2019

- Designed and managed in-person and online educational programming for intergenerational audiences across the country, expanding impact and scope by nearly 200% within 30 months.
- Led curriculum development and implementation for one or more national conferences reaching 700-1,000 people; 35-40 in-person workshops around the country; online learning offerings reaching up to 27,000 collegians; and content development for 3-4 mobile apps each year.

- Led talent development for 45+ volunteers on the project life cycle for educational workshops and initiatives, including Alcohol Skills Training Programming, risk management, and leadership development.
- Led vendor search for and migration to a new learning management system (LMS) platform, completing the full project cycle within 12 months; implemented resource maintenance plan for continued support.
- Served as project lead and instructional designer charged with development and implementation of innovative mental health and wellness programming initiatives centered on belongingness.
- Managed combined leadership and programming budgets of \$350,000+. Proposed, managed, reported on, and stewarded grant-funded educational programming initiatives.
- Hired, trained, supervised, and guided Programming Specialist on efforts by Programming Team. Led professional development initiatives for staff (30+) and training of consultant staff.
- Built partnerships with 3-5 SaaS, event, and philanthropy vendors and partners at any given time, including contract negotiation, enhancements and areas of growth, and cultivation of new partnerships.

Associate Director | East Carolina University

July 2014 – January 2016

- Served as primary advisor for the Student Government Association, composed of 50+ elected and appointed members in paid and unpaid student leadership roles.
- Oversaw program review, including rewrite of governing documents and training/transition processes.
- Managed a \$580,000 student fee budget, including oversight of student organization allocations.
- Trained and supervised professional, graduate, and student staff members.
- *Cupola Award Recipient, 2015*; an administrator who demonstrates the ability to promote diversity, protect student welfare, and foster a positive student image while enhancing the student experience.

Senior Assistant Director & Academic Advisor | University of Cincinnati

September 2010 – July 2014 (Promoted from Asst. Director & Academic Advisor in September 2012)

- Served as lead academic advisor, supporting and training a team of six in meeting goals such as development and implementation of new mandatory advising policies and advancement of strategic plan.
- Advised a caseload of 200+ students; served as a resource for 1,200 student population.
- Developed and managed UHP advising processes and led advising team in monitoring and tracking program requirements and milestones, from First Year Experience through to graduation certification.
- Coached students in envisioning, developing and completing experiential learning projects and critical reflection cycles; managed learning portfolio strategy, beginning in first year experience course.
- Served as unit service-learning expert, managing, developing, and leading community engagement opportunities in partnership with Christian Appalachian Project, Make-A-Wish, and Give Kids The World.
- Assisted with logistics and implementation of faculty-led study abroad experiences, including traveling as a staff liaison for international study tours to England, France, and Cuba.

Senior Admissions Officer | University of Cincinnati

September 2007 – August 2010 (Promoted from Admissions Officer in February 2009)

- Coordinated the recruitment and matriculation process for National Merit and National Achievement finalists; recruited a record number (45) for the incoming class of 2010.
- Represented UC throughout the state of Ohio and where otherwise needed, including cultivating partnerships with select academically rigorous high schools throughout the Midwest.
- Served as liaison for admission and recruitment of University Honors Program students, leading a team of administrators and faculty through review and processing of ~2,200 applications from eligible students.
- Redesigned primary recruitment and yield event for top prospective students.

EDUCATION

Doctor of Education (Ed.D.)
University of Southern California
Organizational Change and Leadership

Master of Arts (M.A.)
University of Cincinnati
Educational Studies

Bachelor of Arts (B.A.)
University of Cincinnati
Sociology & Spanish