Canisius College
Master’s Program in
Higher Education and Student Affairs Administration
Profile of the Class of 2020
Message from the HESAA Program Director

Dear Canisius Friends,

I would like to present to you the members of the Canisius College Higher Education and Student Affairs Administration (HESAA) Program Class of 2020!

The HESAA master’s program (formerly known as College Student Personnel Administration) at Canisius College is a full time cohort-based course of study that prepares graduates for careers in student affairs administration in both private and public institutions of higher education. The program is grounded in a theory-to-practice philosophy based in Jesuit pedagogy and student affairs professional competencies.

Founded in 1996, the course of study consists of 36 credit hours taken over two academic years. The HESAA program combines the in-class education of graduate coursework, with the experiential learning of two required 225-hour internships to achieve its mission. Additionally, throughout their time in the program, fulltime students have been graduate assistants at Canisius and at institutions across Western New York.

Our students have had the unique opportunity to attend the ACPA national conference in March of 2019 and participated in a diverse array webinars and regional conferences throughout their time in the program. These experiences only enhanced the student’s understanding of the importance of life-long professional development and the value of professional relationships. The HESAA students have progressed through the academic program together, taking all of their coursework as a cohesive group, thus developing strong team building skills and effective work groups. To learn more information about our program, please visit canisius.edu/hesaa.

As you look forward to the 2020 – 2021 academic year, I ask that you consider our soon-to-be graduates to be part of your respective team! Please do not hesitate to contact me with any questions regarding their candidacy.

With gratitude,

Dr. Mark R. Harrington
Assistant Vice President, Student Success
Program Director, Higher Education and Student Affairs Administration
Assistant Professor, Department of Graduate Education and Leadership
Table of Contents

Listed under each member of the Canisius College Higher Education and Student Affairs Administration Class of 2020, are the functional areas they are most interested in pursuing upon graduation. Additionally, at the end of the booklet there is an index of individuals by functional area.

Jamilatou Cherif Aidara ........................................................................................................................................... 4
  • Academic Advising and Support Services, Community Engagement and Service Learning, Diversity and Inclusion Education, International Programs and Study Abroad, Multicultural Student Programs and Services

Christina G. Bakos ............................................................................................................................................... 6
  • Academic Advising and Support Services, Admissions and Financial Aid, Community Engagement and Service Learning, Orientation, FYE, and New Student Programs, Student Engagement and Leadership

Nicolle Barsch ...................................................................................................................................................... 8
  • Academic Advising and Support Services, Admissions and Financial Aid, International Programs and Study Abroad

Chad Blunt ............................................................................................................................................................ 10
  • Academic Advising and Support Services, Admissions and Financial Aid, Career Development, International Programs and Study Abroad, Residence Life and Student Conduct

Cassie Clark ........................................................................................................................................................... 12
  • Academic Advising and Support Services, Orientation, FYE, and New Student Programs, Residence Life and Student Conduct, Student Engagement and Leadership

Tasia Clemons ....................................................................................................................................................... 14
  • College Access and Opportunity Programs, Orientation, FYE, and New Student Programs, Residence Life and Student Conduct, Student Engagement and Leadership

Ann D’Angelo ......................................................................................................................................................... 16
  • Residence Life and Student Conduct

Gustavo Nascimento Dos Santos .......................................................................................................................... 18
  • Academic Advising and Support Services, Athletics, Diversity and Inclusion Education, Orientation, FYE, and New Student Programs, Student Engagement and Leadership

Vicky Ellington ....................................................................................................................................................... 20
  • Academic Advising and Support Services, Admissions and Financial Aid, Athletics, College Access and Opportunity Programs, Orientation, FYE, and New Student Programs

Dominique Gagnier .............................................................................................................................................. 22
  • Admissions and Financial Aid, Career Development, Community Engagement and Service Learning, International Programs and Study Abroad, Student Engagement and Leadership
Olivia Guidi

- Fraternity and Sorority Life, Orientation, FYE, and New Student Programs, Residence Life and Student Conduct, Student Engagement and Leadership, Student Center and Unions

Chandler Hawkins

- Diversity and Inclusion Education, Fraternity and Sorority Life, Multicultural Student Programs and Services, Orientation, FYE, and New Student Programs

Jillian Kelly

- Diversity and Inclusion Education, LGBTQIA+ Support Services, Residence Life and Student Conduct, Student Engagement and Leadership

Vivian Klentos

- International Programs and Study Abroad

Ursula Jean Magsayo

- Academic Advising and Support Services, Accessibility Services, Diversity and Inclusion Education, Multicultural Student Programs and Services, Residence Life and Student Conduct

Hannah Pruch

- Academic Advising and Support Services, Admissions and Financial Aid, International Programs and Study Abroad

Jennifer Riccardi

- Orientation, FYE, and New Student Programs, Residence Life and Student Conduct, Student Engagement and Leadership, Student Center and Unions

Jordan Saunders

- Academic Advising and Support Services, Career Development, Diversity and Inclusion Education, Multicultural Student Programs and Services, Residence Life and Student Conduct

Samantha Shaffner

- Academic Advising and Support Services, Accessibility Services, Career Development, International Programs and Study Abroad, Orientation, FYE, and New Student Programs

Jenyia Wilson

- Academic Advising and Support Services, Assessment, College Access and Opportunity Programs, Diversity and Inclusion Education
Jamilatou C. Aidara
504-339-6279
jamilacherif8@gmail.com

EDUCATION

**Master of Science** in Higher Education and Student Affairs Administration  
*Canisius College*  
*Buffalo, NY*  
*May 2020*

**Bachelor of Science** in Mass Communication, Concentration: Multimedia Production  
*Jackson State University*  
*Jackson, MS*  
*Dec 2017*

**Associate of Arts** in General Studies, Concentration: Public Relations  
*Delgado Community College*  
*New Orleans, LA*  
*Dec 2015*

INTERNATIONAL HIGHER EDUCATION EXPERIENCE

**Cultural and Educational Programming Assistant**  
*D'Youville College Center for Global Engagement*  
*Buffalo, NY*  
*Aug 2019 - Present*  
- Expand and promote programming for international and multilingual students  
- Broaden existing Conversation Partner Program  
- Promote, facilitate and develop a curriculum for community conversation sessions  
- Conduct program assessment and train two work-study students  
- Assist staff for diverse tasks such as research, organization, and event management

**Program Assistant**  
*Tufts International Programs and Partnerships*  
*Medford, MA*  
*Summer 2019*  
- Organized, reserved space, and publicized all weekly activities in preparation for the summer  
- Facilitated the operations of the programs office  
- Suggested and planned activities  
- Served as the Administrative Assistant to senior staff  
- Functioned as the contact person for the instructors and housing matters  
- Oversaw a group of nine resident counselors (student workers)  
- Provided support to the financial office  
- Provided a final report for the summer's activities

**Intern, International Programs Department**  
*Jackson State University*  
*Jackson, MS*  
*Aug 2016 – Dec 2017*  
- Provided quality customer service to visitors  
- Assisted staff in various tasks such as interpreting services and grading tests  
- Translated documents form French to English  
- Served as Student Adviser for the International Student Association  
- Organized events in collaboration with JSU Art Gallery to promote International student artists
ADDITIONAL HIGHER EDUCATION EXPERIENCE

Graduate Assistant
Canisius College Dr. George E. Schreiner ’43 Pre-Medical Center Buffalo, NY Aug 2018 – Present

- Serve as primary intake adviser for premed/prehealth students as they register with Pre-Medical Center
- Launch, Develop and maintain Pre-Medical Center social media accounts and, explore new avenues of social media marketing and communication for the office; update and maintain website
- Assist with projects that support college medical alumni relations and development efforts
- Collaborate with student organizations
- Assist students in preparing for medical school and professional school interviews
- Manage Health Science Advisory and Recommendation Committee Letter application process and maintain student portfolios
- Create advertisements, surveys and update advising and application resources in venues
- Maintain and update Pre-Medical Center records

MEMBERSHIPS
- Canisius College International Student Program
- NAAHP - National Association of Advisors for Health Professions
- SPHP - Society of Pre-Health Professionals
- ACPA - American College Personnel Association
- NASPA - National Association of Student Personnel

SKILLS
- Language: French (Fluent), Wolof (Fluent), English (Fluent), Spanish (Intermediate)
- QPR for Suicide Prevention trained
- Title IX trained
- Social Media: Instagram, Facebook, Twitter, Snapchat
- Microsoft Office (Excel, Publisher)
- Google Platforms (Docs, Sheets, Forms)
- Customer Service
- Course Management Systems (Blackboard, Canvas, Desire 2 Learn)

AWARDS
- Sigma Chi Eta, Honor society for communication majors
- Phi Theta Kappa, Honor society for community college students
- Who’s Who Among Students in American Universities & Colleges
Christina G. Bakos  
7856 Bank St. Rd, Batavia, NY 14020  
Cell: (585) 409-6099 Email: christinabakos@gmail.com

EDUCATION

M.S. Higher Education and Student Affairs Administration, Canisius College, Buffalo, NY  
Anticipated May 2020
B.S. Marketing, SUNY Fredonia, Fredonia, NY  
August 2013
A.A. Business Administration, Genesee Community College, Batavia, NY  
May 2010

HIGHER EDUCATION EXPERIENCE

Be the Light Institute Recruitment and Engagement Coordinator, Canisius College  
August 2019 – Present
• Assist in the administrative and programmatic elements for the week-long leadership institute designed to explore the lights and shadows in the city of Buffalo for 25 high school sophomores, juniors, and seniors
• Assist co-directors in the grant application process while applying for the Lily Foundation Sustainability Grant
• Hire, train, and mentor Canisius College students to become leaders at the summer institute
• Recruit high school students to apply to program through marketing, school visitations, speaking at conferences and events
• Review application and nomination forms and make admission decisions
• Revamp and accurately maintained inventory systems for promotional materials
• Collaborate with the Office of Campus Ministry and the Office of Student Life to maintain food pantry operations

Graduate Area Coordinator, Genesee Community College  
August 2019 – Present
• Spearhead and manage weekend activities for residents of College Village
• Adjudicate conduct hearings for first-time and minor violations within their area using educational sanctioning
• Participate in weekend on-call rotation to assist with emergency situations and guide student staff as needed
• Collaborate with fellow Graduate Area Coordinator and College Village Success Coach on outreach and programming initiatives

Student Engagement and Inclusion Graduate Intern, Genesee Community College  
August 2019 – Present
• Engineer a programmatic project to revamp current processes for the institution’s food pantry
• Manage food pantry operations
• Coordinate and assist in weekend programming offered for SUNY GCC students
• Collaborate with other offices on campus in order to provide transportation to office-specific events

Summer Orientation/Leadership Intern, Genesee Community College  
June 2019 – August 2019
• Assisted in the review and update of the online orientation program
• Researched orientation programs at various institutions and produced a project action plan for the department
• Formulated an assessment tool for the orientation program
• Revamped the ‘Getting Involved” video for online portion of orientation utilizing Camtasia and Ensemble
• Designed flyers for all programming held during Weeks of Welcome
• Guided students to classrooms and other offices on campus during the first two days of classes

Teacher Education Department Graduate Assistant, Canisius College  
February 2019 – May 2019
• Assisted faculty members of the department on various quantitative and qualitative research projects
• Ensured that faculty and staff of the department received mailings in a timely manner
• Provided print and electronic resources to faculty

Graduate Admissions Graduate Assistant, Daemen College  
October 2018 - March 2019
• Fulfilled duties of the Assistant Director of Graduate Admissions in her absence
•Corresponded with potential students on documents required in order to have a complete application
• Informed potential students on the status of their application
• Utilized ApplyYourself, Hobsons, and Google platforms to monitor applications and move students through the admissions process

Team Works Intern (Lead Green Project Manager), Team Works  
August 2011 - May 2014
• Served as reverse mentor for CEO of Team Works, Kristin Skarie
• Provided feedback on many topics including sustainable leadership and reverse mentoring
• Developed presentations to educate higher education professionals on sustainable leadership and reverse mentoring

WORK EXPERIENCE

Sales Associate, Marshalls, Batavia, NY  
June 2019 – Present
• Ensure all items are properly accounted for, scanned, and paid for by customers
• Sold between 1-3 credit cards per shift in order for store to maintain and exceed company goals
• Issue receipts, refunds, credits, or exchanges at point of sale
• Assist customers by providing information and resolving their questions or complaints
Christina G. Bakos

Hostess, Center Street Smokehouse, Batavia, NY  September 2016 – August 2019
- Responsible for ensuring customers were greeted upon their arrival to the restaurant
- Maintained proper restaurant flow by organizing systematic seating arrangements for all parties
- Answered the phone with professional greeting
- Managed and organized reservations for parties of all sizes
- Accurately recorded customers orders if they wished to place “to go” orders through the bar area of the Smokehouse.

Marketing Assistant II, Liberty Pumps, Bergen, NY  January 2018 - September 2018
- Coordinated all aspects of factory tours/training events
- Worked with hotels, restaurants, and regional managers to ensure impressive customer experience while visiting
- Tracked and ordered promotional items and literature
- Created and updated customer profiles and scheduled departmental meetings
- Submitted ad artwork to Liberty’s advertising publications

Facilitated Enroller, Western New York Independent Living, Batavia, NY  February 2017 - August 2017
- Assisted the elderly and persons with disabilities through the process and application for public healthcare coverage
- Conducted a pre-application evaluation and informed consumers of the documentation needed depending on level of Medicaid desired
- Traveled to Department of Social Service offices to submit application and assisted consumer until determination was made

Operations/Costco Fraud Specialist 2, Citicorp, Hagerstown, MD  August 2015 - September 2016
- Reviewed and researched customer card accounts for fraudulent activity
- Managed incoming calls from customers regarding potential and actual fraudulent account activity
- Maintained a high quality of standard while meeting and exceeding customer expectations
- Execute the duties of the Cultural Awareness Team Representative

Store Manager, Diamond Wireless, Batavia, NY  December 2014 - June 2015
- Promoted from Sales Representative and Small Business Representative role (held from August 2013 - December 2014)
- Responsible for operations including interviewing, hiring, and training staff
- Conducted weekly inventories, cash and operations audits, and ordered supplies
- Handled escalation issues in regards to billing policies therefore increasing customer satisfaction
- Conducted weekly developmental meetings with each Sales Representative
- Provided timely coaching following each sale

BUSINESS DEVELOPMENT EXPERIENCE

Treasurer and Secretary, Batavia Area Jaycees  March 2017 - February 2019
- Kept accounts showing all money received and paid out by the chapter
- Reported in detail the financial actions transposed during the month at each monthly membership meeting
- Prepared and submitted a final annual written report in February to be submitted to the board
- Custodian and recorder of the official records of the Jaycees
- Prepared agendas and minutes for the General Membership Meetings
- Maintained attendance records at all membership meetings and chapter functions
- Assisted in the coordination of events held by the chapter

PROFESSIONAL AFFILIATIONS

NASPA, National Association for Student Personnel Administrators  September 2019 – Present
Batavia Area Jaycees  March 2017 - Present
ACPA, American College Personnel Association  September 2018 – September 2019

CERTIFICATIONS AND AWARDS

SUNY Conduct Institute (SCI) Title IX Basic Training  November 2019
Question, Persuasion, Response  September 2018
Citi Bank Star Player Award  August 2016
Kiosk Replacement Program Cruise  April 2015

RELATED SKILLS

- Maxient
- ApplyYourself
- Hobsons
- Camtasia
- Microsoft Office Suite
- Google Platforms
Nicolle K. Barsch
716-817-4078 • nkbarsch@gmail.com

Education

Canisius College, Buffalo, NY
Master of Science in Higher Education and Student Affairs Administration
GPA 3.9/4.0

University at Buffalo, The State University of New York
Bachelor of Arts in French
Bachelor of Arts in English
GPA 3.8/4.0, Summa Cum Laude
• 3x Dean’s List Recipient
• Provost Scholarship (2012-2014)
• Grace W. Capen Academic Achievement Award (2014)

Study Abroad at Université de Franche-Comté, Besançon, France
Centre de linguistique appliquée (CLA)
• Maria Becker Memorial Scholarship Fund (2014)

Study Abroad Administration Experience

Canisius College, Center for International Education, Buffalo, NY
Advisor, Study Abroad August 2018-Present
• Advise students on visa regulations and requirements for 10 different host countries
• Lead study abroad orientations, safety, pre-departure, and re-entry sessions for each semester
• Interact with international partners and students to advise in 10 different study abroad programs
• Present promotional material and orientation materials for future and prospective program participants
• Compose flyers via Canva to promote, by social media and in person, programs and due dates
• Maintain and review online student applications over Canisius’s platform, Canisius Life
• Receive and file all forms for international travel for study abroad students each semester and summer
• Develop unique information sessions to attract students interested in studying in specific parts of the world
• Help students understand their “GriffAudit,” part of the Banner system, in relation to Study Abroad Advisor, Institute for Global Engagement (IGE) August 2018-Present
• Collaborate with faculty and alumni to plan, recruit and promote multiple IGE faculty and alumni programs
• Develop flyers to endorse faculty led programs for students on campus and for email newsletters to alumni
• Prepare short presentations and visit classrooms to promote programs
• Create applications, inform students of the application process via Canisius Life and review submissions
• Attend Open House to promote education abroad opportunities to parents and potential students
• Field all inquiries for adult international seminars run through the IGE, such as the “El Camino Pilgrimage”
• Create and manage all application materials for students or registration materials for adults, including health insurance, legal forms and payment
• Regularly update and create new pages for the IGE website to promote programs

International Student Programming
• Develop and manage a new, Conversation Partners program to serve exchange and international students
• Assist in facilitating New International Student Orientation for exchange students and international freshmen
• Organize international and domestic study abroad student “mixers” to foster inter-cultural connections

International Experience

Teaching Assistant Program in France (TAPIF), Hauts-de-Seine, France September 2015-May 2016
Teaching Assistant at Collège Descartes and Collège Jean-Macé
• Taught English as a second language to French students ages 11 to 15 to prepare them for final testing
• Worked individually with over 100 different students to improve their language skills and make evaluations
• Prepared and graded papers for as many as 15 students at a time, alleviating half of the normal class size
• Facilitated educational activities twice a week for four groups of 15 students
Higher Education Administration Experience

University at Buffalo, College of Arts and Sciences (CAS) Student Advisement and Services, Buffalo, NY
Graduate Intern

January 2020-Present
• Assist at Spring 2020 Orientation with individual registration and UB Curriculum planning using PeopleSoft
• Aid students during office walk-in hours and with general advising concerns
• Update and reorganize student resource pamphlets as well as update the office bulletin monthly
• Study the UB Curriculum and requirements for CAS majors such as Communication, History, and Economics
• Advise students 1 on 1 (supervised) and 10+ hours of professional advising observation

Stony Brook University, Office of Student Orientation and Family Programs, Stony Brook, NY
Student Activities Assistant, Family Programs

May 2019-August 2019
• Organized and facilitated 20 New Student Family and Guest Orientations of 30 to 100+ attendees at a time
• Maintained the Stony Brook Family Programs website and updated Qualtrics satisfaction survey
• Presented a 15 minute orientation introduction and introduced presenters from other departments
• Managed the attendance of presenters and organized and updated presentation materials
• Interacted with families and guests of incoming Stony Brook First Year and Transfer Students
• Created duty schedules and supervised four or more Orientation Leaders at Family and Guest Orientations
• Prepared agendas and supervised bag preparation for New Student and Family and Guest Orientations
• Worked with the Student Orientation NODA intern to organize Orientation Leader events and outings

Work Experience

Canisius College, Megachurches in the Global South Templeton Research Grant, Buffalo, NY
Administrative Manager

January 2020-Present
• Manage travel communications between all seven Regional Managers around the globe
• Receive and file monthly regional reports from all seven regions
• Assist the Director in organizing his cost reports and expenditures
• Communicate with the Travel Team, travel agency to reserve flights for domestic and overseas conferences
• Organize conferences by building agendas, reserving rooms, and managing catering

Elmwood Franklin School, Buffalo, NY
Horizons After School Instructor

August 2016-August 2018
• Interacted with children ages 3-14 and their parents on a weekly basis
• Engaged large groups of 10 to 50 children in after school activities and assisted with their homework

Skills and Certifications

• Level C2 fluency in French, ability to comprehend, read and write
• Advanced proficiency in student management platforms such as iAdvise, Banner and PeopleSoft
• Proficient in Campus Labs and familiar with Qualtrics survey platforms
• Intermediate proficiency in web design using Drupal
• Proficient in planning platform R25Live
• Gatekeeper trained and QPR certified (2018)
• Student Conduct Institute Training Basic Compliance (2019)
• Excellent natural graphic design skills via Canva and beginner knowledge of Adobe Photoshop

Professional Organizations

• Sarah Piraino Graduate Student Scholarship, WNY Advising Conference  February 2020
• Member, National Association of Student Personnel Administrators (NASPA)  2019-Present
• Member, Phi Beta Kappa Society  2015-Present
• Member, American College Personnel Association (ACPA)  2018-2019
• Member, National Orientation Director’s Association (NODA)  2018-2019
Education

**Canisius College**, Buffalo, NY  
Master’s of Science in Higher Education and Student Affairs  
August 2018 - Current

**State University of New York at Oswego**, Oswego, NY  
Bachelors of Science in Human Resource Management  
Minor in Global and International Studies  
GPA: 3.20  
May 2018 - Graduated

Relevant Higher Education Experience

**Canisius College**, Buffalo, New York  
Study Abroad Advisor  
August 2018 - Current

Administrative Duties
- Advise students and manage the full application life cycle (recruitment, application, while abroad, returnee)
- Plan and execute various country specific visa meetings while remaining current with all visa requirements
- Administer online nomination/application/approval processes for programs, monitoring compliance with requirements and policies and maintaining accurate and up-to-date student records
- Update and finalize all visa packets, country specific checklist, updated partner universities contact information, and all other required materials

Outreach Duties
- Develop and execute creative marketing strategies to promote the benefits of studying abroad through tabling, events, and any other programs
- Table periodically throughout the semester in order to inform students about upcoming deadlines, opportunities, and International Education related events
- Host and assist with campus wide events such as International Orientation, Open House, International Education Week, etc
- Develop and manage an effective Student Ambassadors program for returnees and incorporate them into outreach programs

Advisor Duties
- Conduct individual and group advising for students on academic and personal goals, program selection, health and safety issues, inter-cultural competency, etc.
- Lead large-group information sessions, orientation, and pre-departure sessions for students
- Provide guidance for all students that are a part of the International Community and create an inclusive environment for all students

**University at Buffalo**, Buffalo, New York  
Interview Preparation Specialist Intern  
August 2019 – October 2019

- Reviewed and refined interview questions for students and recent alumni from multiple fields of study
- Researched and developed tips on three most effective practices for each type of interview (phone, in-person, group, and online)
- Provided constructive feedback to students based on their interview answers (within various methods)
- Hosted practice interview sessions for ~6-7 clients per week to prepare students for upcoming interviews in various career fields
- Evaluated current uses of the University at Buffalo’s Interview Preparation software and recommend further integration and promotion of product into Career Services interview preparation services
**Canisius College**, Buffalo, New York  
*May 2019-August 2019*

**New Student Orientation Graduate Intern**

- Assisted in the logistical planning of New Student Orientation in regards to sessions, location set ups, and crowd management
- Created informational flyers, large scale posters, and materials that assisted the orientation staff with executing various activities on campus
- Oversaw a student staff of 42 Orientation Leaders and became an essential contact for the student staff during training, planning, and the execution of New Student Orientation
- Provided technical support on the app Coq and online learning platform Everfi
- Operated in various roles and executed numerous task during orientation to ensure the continuity and smooth transition of all programs while providing direction to the Orientation Leader staff throughout orientation

**Sant’Anna Institute**, Sorrento, Italy  
*Summer 2017- Summer 2019*

**Study Abroad Assistant - Summer Position**

**Study Abroad Coordinator Duties**

- Accompanied faculty led programs to ensure the group arrived safely and with the proper documentations
- Attended weekly meetings with the President to discuss current and potential project/assignments
- Developed various promotional materials for Sant’Anna Institute through social media outlets
- Created multiple templates and emails for the President to send to potential clients
- Assisted study abroad students with any issues that may arise during the program.

**Internship Coordinator Duties**

- Updated the interns weekly hours to assist them in meeting their credit requirements for each program
- Created a lesson plan to incorporate weekly topics such as adaptability and cultural differences throughout the internship
- Led weekly internship meetings to speak about their experience and provide them with feedback on how to improve

**Student Affairs Duties**

- Designed a student activity schedule that consist of excursions and activities that students are able to participate in
- Accompanied and led all of the excursions and activities such as hikes, pot luck dinners, and exploration of roman ruins
- Hosted weekly meetings that centered around personal growth and reflection
- Created an environment that promotes the importance of mental health abroad and assisted with any issues that arose

**SUNY Oswego Residential Life**, Oswego, NY  
*August 2017- May 2018*

**Resident Assistant**

- Enforced safety guidelines to ensure the safety and well-being of over 200 students
- Designed student centered hall programs to promote social diversity, emotional understanding and growth
- Ensured confidentiality when dealing with various sensitive resident issues
- Fostered an all-inclusive and supportive community through the implementation of community enrichment programs.

**SUNY Oswego Campus Life**, Oswego, NY  
*August 2016- January 2018*

**Building Manager**

- Utilized a strong attention to detail while facilitating building rounds as well as shift reports
- Ensured the security of the rooms in Marano Campus Center by providing access to reserved spaces
- Provided excellent customer service while at the Welcome Desk through answering students questions and concerns about SUNY Oswego
- Exhibited superb communication skills regarding staff interactions during the setup of each event.

**Additional Information**

- Languages: Native English: Good Command of Spoken Italian
- Master’s Thesis: How marketing tactics may influence a homogenous demographic of students studying abroad
CASSIE CLARK  
93 Homer Ave. | Buffalo, NY 14216  
C: (716)816-5826 | cassieclark823@gmail.com

EDUCATION

Master of Science in Higher Education and Student Affairs Administration, May 2020  
Canisius College, Buffalo, NY

Bachelor of Arts in Psychology, May 2016  
Buffalo State College, Buffalo, NY

PROFESSIONAL EXPERIENCE

University at Buffalo, Amherst, NY  
Academic Advising Graduate Intern, College of Arts and Sciences  
August 2019 – Present

• Assists with A.I.M (Academic Intervention Methods) program participants  
• Co-teaches LAI 203 (Academic Success Strategies)  
• Supervises two LAI 203 academic coaches  
• Provides outreach and follow through support to special populations and projects  
• Assists students with walk-in advising concerns  
• Facilitates one on one advising with undergraduate students  
• Presents academic skills workshops such as study skills, time management, and motivation and goal setting

Cornell University, Ithaca, NY  
Resident Director  
May 2019 – August 2019

• Directly supervised ten student staff members  
• Led weekly staff meetings to convey tasks and provide professional development opportunities  
• Managed and coached staff around challenging uses of human relations, multiculturalism, and confrontation  
• Worked cooperatively with staff to facilitate and support growth opportunities for students  
• Held weekly one on one meetings with staff members to cover resident concerns, programming, and feedback  
• Served as the primary on campus crisis management contact for approximately 500 students when on call  
• Oversaw budget management for the program through effective use of resources and consulting with appropriate staff on programming costs

Canisius College, Buffalo, NY  
Student Engagement Coordinator, Office of Student Life  
August 2018 – Present

• Co-advises the Undergraduate Student Association with the Assistant Director of Student Life  
• Attends executive board and general body meetings  
• Meets weekly with members of the executive board on an individual basis  
• Attends student government conferences with members of the Undergraduate Student Association as needed  
• Coordinates the club and involvement fair during orientation, fall, and spring semesters  
• Oversees the Undergraduate Student Association budget of $900,000  
• Monitors individual club spending through Canisius Life software  
• Manages appropriate programming budgets  
• Processes all check requests for programming and maintains distribution and receipt of all funds and receipts  
• Assists administrative associates with financial documentation for club budgets  
• Coordinates club summit and leadership banquet events
**Progressive Insurance**, Williamsville, NY  
August 2017 – August 2018  
*Claims Generalist Associate*  
- Interviewed customers, claimants, and witnesses  
- Partnered with appraisers/estimators to manage vehicle repairs  
- Negotiated with customers and other insurance carriers

**Enterprise Holdings**, Buffalo, NY  
July 2016 – August 2017  
*Sales Management Assistant*  
- Participated in sales, marketing, customer service, operations and finance  
- Developed of new business and maintenance of current relationships

**LEADERSHIP EXPERIENCE**  
**Canisius College**  
- Member, Strategic Planning Committee  
  August 2019 – Present  
- Member, Sexual Violence Prevention Team  
  January 2019 – May 2019  
- Social Chair, Higher Education Graduate Association  
  January 2019 – December 2019  
- Advisor, Commuter Student Association  
  October 2018 – Present

**Buffalo State College**  
- Orientation Leader  
  August 2013, January 2014  
- NIA Mentor Program  
  August 2013 – May 2014
**TASIACLEMONS**

1901 Main St • Buffalo, NY 14208  
(413) 687-0289 • tasiaoctaviaclemons@gmail.com • @TasiaClemons

**EDUCATION**

**Canisius College** • Buffalo, NY  
*Master of Science in Higher Education and Student Affairs Administration*  
GPA: 3.87/4.0  
Anticipated May 2020

**Framingham State University** • Framingham MA  
*Bachelor of Arts in Sociology*  
*Minor(s):* Spanish and Criminology  
GPA: 3.65/4.0  
May 2018

**RESIDENCE LIFE AND SUPERVISION EXPERIENCE**

**Residence Hall Director**, Bosch Hall • Office of Student Life  
**Canisius College** – Buffalo, NY  
August 2018–Present

- Advise, supervise, and evaluate 10 Resident Assistants, including bi-weekly one-on-one and weekly staff meetings
- Manage over 200 Canisius College residential first-year students in double and suite-style housing
- Track and organize Bosch Hall yearly programming budget of $2,000 and co-facilitate select RA programs
- Adjudicate students for community standards across campus as a formal judicial hearing officer and assign appropriate sanctions for all judicial cases
- Participate in 24-hour on-call rotation for the entire campus and work collaboratively with Public Safety, Counseling Center, parents, families, and Student Life administrators to ensure clear communication in crisis situations
- Create content for and oversee the Canisius Student Life Instagram through engaging activities such as #StuLife giveaways, “power hour” social media events for #RALife questions, and promoting RA programming in the residence halls
- Serve on the housing selection committee and promoted the housing selection process by creating the “How To: Housing Selection” video guide for students across campus and #HousingHappenings Q & As on the office Instagram
- Created and managed the RA Programming Committee to assess and improve the department programming model to enhance student engagement
- Organize all RA Appreciation Day events, activities, and social media campaigns
- Served on the RA Selection committee and promoted the RA position through directing and editing, “Why Should You Be An RA? Your Adventure Is Out There!”
- Spearheaded the creation of the Resident Assistant Training Planning Committee and led bi-weekly meetings for RA training preparation
- Created the monthly #BoschHallBestHall newsletter to update residents on programming, updates, opportunities on campus, and #BoschHallsBest resident shout-outs

**Front Desk Attendant Supervisor** • Office of Student Life  
August 2018–Present

- Hire and supervise 12 work-study employees and lead bi-monthly meetings
- Determine and delegate administrative tasks
- Oversee and coordinate the work-study Front Desk Attendant schedule within Student Life office hours

**UNITY Club Advisor** • Office of Student Life  
August 2018–Present

- Advise six undergraduate e-board members through attending every e-board and general body meeting, conflict management, e-board evaluations, and one-on-one meetings
- Assist in coordinating campus wide events such as Coming Out Week, Ally Week, and Trans-Day of Remembrance and World Aids Day Vigil
Assessment/Social Media Specialist • Office of Residential Education & Campus Housing  May 2019-August 2019  
Sonoma State University - Rohnert Park, CA

- Created the departments first marketing plan and social media strategy to increase resident student engagement
- Designed and developed a residential sustainability program guide for Resident Assistants and the professional sustainability coordinator
- Analyzed the REACH department and Sonoma State’s Sky Factor assessment data and presented the findings to department officials
- Created an assessment plan for the REACH departments future residential student satisfaction initiatives
- Supported the creation of the new department through attending staff meetings and providing creative input regarding the mission, vision, and goals of the overall department

Administrative/Head Resident Assistant, Corinne Hall Towers • Office of Residence Life  August 2017-May 2018  
Framingham State University - Framingham, MA

- Hired and supervised 30 Security Desk Attendants through one-on-one meetings, Security Desk Attendant evaluations, and conducted monthly desk meetings about updated procedures and engaging activities
- Advised the Residence Hall Council with seven e-board members and 15 general body members and supported the implementation of all-hall programming for 500 first-year residents
- Maintained a safe and inclusive environment through roommate mediations, health and wellness checks, and responding to student concerns and emergencies
- Enforced university policies and served as first point of contact for referring student issues and concerns following University protocol
- Assisted with interviewing, evaluation, and file management for the resident assistant selection committee

ACADEMIC ADVISING AND TEACHING EXPERIENCE

Academic Success Coach • Griff Center for Student Success  January 2020-Present  
Canisius College – Buffalo, NY

- Lead weekly or bi-weekly academic mentoring meetings undergraduate students discussing topics such as time management skills, organization hacks, and best study practices
- Assist in the coordination of monthly e-mail updates to all mentees and prospective mentees
- Coordinate Excel spreadsheets, listservs, and student lists for the Academic Mentoring Program

FYE Professor/Academic Mentor • Office of Canisius Opportunity Programs for Education  August 2019-Present

- Provide support services such as academic advising, career counseling, and guidance to first-year students and students on academic probation
- Serve as an academic counselor for 13 HEOP first-year students to discuss topics such as time management, goal setting, study habits, and progress report review
- Teach master student focusing on academic skill building, mindset coaching, and college preparation
- Manage the new COPE office Instagram and redesigned the COPE website to be user-friendly and informative

ORIENTATION AND FIRST YEAR PROGRAMS EXPERIENCE

Black and Gold Orientation Leader • Office of First Year Programs  May 2015- May 2017  
Framingham State University – Framingham, MA

- Supported the introduction of new first-year and transfer students to Framingham State through small group facilitation, team building activities and campus skits
- Served as a resource to new students and families on topics such as academic and social expectations, academic support, involvement, and student transition to campus life

Student Admissions Representative • Office of Undergraduate Admissions  September 2015-May 2015

- Provided in-depth knowledge of university history, programs, and resources to diverse populations through campus tours, accepted student’s receptions, and individualized student outreach
- Supported administrative tasks of the Admissions office such as data entry, greeting guests, answering phones, and projects as assigned
Ann D’Angelo  
23 Depot St, Unadilla, NY 13849 | (607) 349-5051 | add342@medaille.edu

EDUCATION

Canisius College, Buffalo New York  
Master of Science in Higher Education and Student Affairs Administration  
*Expected May 2020*

Binghamton University, State University of New York  
Bachelor of Science in Human Development  
*May 2018*

HIGHER EDUCATION EXPERIENCE

Honors College  
*Honors Colloquium Community Service Intern*  
University at Buffalo  
*August 2019 – Present*

- Recruit and act as liaison for over 60 community partners to ensure a positive experience for both Honors students and partnered organizations
- Add all information regarding a community partner to the Helper Helper app to ensure students are able to get a sense of an organization’s goals and needs before volunteering with them
- Update Helper Helper app continuously to ensure the most up-to-date opportunities for Honors students and to ensure that no issues arise in reporting volunteer hours
- Create a Helper Helper Guide to ensure ease of use for all students
- Create and maintain a Transportation Guide to ensure all students are able to find a volunteer opportunity that meets their travel needs
- Create teaching aides, such as PowerPoints, for Honors Colloquium Teaching Assistants to use while teaching their sections
- Act as resource for Honors students in order to troubleshoot any issues they have with volunteering and their partnered organizations
- Maintain running spreadsheets of community partners, TA information, and average grades per assignment for easy access to important information
- Continuously update UBHub and UBLearns to ensure most up-to-date class lists and documents for students and TAs

Residence Life  
*Graduate Residence Director*  
Medaille College  
*August 2018 – Present*

- Oversee 1-2 buildings consisting of over 300 residents and help foster community by promoting diversity, inclusivity, and student success
- Provide supervision, support, and guidance to a staff of 9-10 Resident Assistants to ensure success in both their RA roles and academics
- Organize and lead weekly staff meetings to inform Resident Assistants of ongoing projects, updates, and concerns
- Provide supervision, support, and guidance to 17 work study students to ensure success in their position
- Serve as hearing officer for student conduct cases to determine best sanction and course of action for each individual case
- Participate in on-call duty rotation and assist with any incidents, complaints, or emergencies that may arise
- Act as a member of the Student Behavioral Consultation Team to assess the needs and best course of action for students of concern
- Participate in Resident Assistant recruitment, interviewing, and selection
- Keep track of running budget for RA programming and office expenditures to ensure responsible use of Department budget

Residential Life  
*University Apartments Conference Coordinator Intern*  
University at Albany  
*May 2019 – August 2019*

- Created and maintained important spreadsheets related to check-in, check-out, linen set-ups, billing, and room placements to ensure accurate number counts and efficiency in the check-in/out process
- Checked all spaces being used by conferences in advance to ensure apartments were in good condition and ready to be occupied
- Led and participated in room set-ups, break-downs, check-ins, and check-outs for a range of conferences housing between 6 – 250+ guests to ensure satisfaction upon arrival and departure
- Used Odyssey to check available spaces and place individual guests in apartments within the University Apartments
- Created a Summer Housing Handbook which contained all important documents and procedures for summer operations as a guide for future summer Housing Manager staffs
- Developed two Satisfaction Surveys via Qualtrics to assess the quality of service provided by the University Apartments to conference and individual guests
- Participated in an on-call duty rotation across multiple apartment complexes
College of Community and Public Affairs Human Development Advising Office
Peer Advisor

Advised 100+ students on class registration options, discussed academic interests, monitored individual students’ progress towards their career goals through Binghamton University’s portal, and offered information regarding campus resources

Hosted 6 walk-in hours weekly and participated in weekly seminars to discuss office progress and opportunities for human development students

Facilitated student problem solving while leading a group of 5 students during their senior year practicum

Residential Life
Resident Assistant Mentor

Led training sessions for newly hired Resident Assistants on building staff to help them adjust to the role

Acted as a resource for newly hired Resident Assistants throughout the year to address their questions

Dickinson Town Council Residential Life Liaison

Assisted Hall Government in acquiring resources necessary for implementing events in the building

Maintained working relationship between Hall Government and Residential Life Staff of the building

Addressed any questions or concerns brought up regarding Residential Life policies and procedures in relation to Hall Government

Resident Assistant

Oversaw a neighborhood of about 25 - 32 undergraduate students and helped frame a community of over 1,500 residents by promoting health, diversity, inclusivity, and community

Created multiple educational and social programs every semester focusing on academic, global, and social topics

Worked with 12-14 other Resident Assistants, an Assistant Residential Coordinator, and a Resident Director to ensure the safety of residents, formed a sense of community in the building, provided student resources, and promoted university pride by serving as a role model for residents

ADDITIONAL INFORMATION:

Training:

- Student Conduct Institute Title IX (November 2019), Mental Health First Aid (January 2019), QPR Suicide Prevention Gatekeeper Certified (October 2018), Title IX (Yearly from January 2016 – August 2019)

Technical:

- Proficient in Microsoft Office Suite (Excel, Outlook, PowerPoint, Publisher, Word), Google (Docs, Sheets, Slides), Maxient, MachForms, Helper Helper
- Familiar with Odyssey, Qualtrics, Banner

Language:

- Intermediate in American Sign Language

Professional Associations:


Volunteer Involvement:

- Running with the Goats (Coordinator, 2016 & 2017), M* Dickinson Educational Drag Show (Coordinator, 2017), Hinman Sleep Out (2016-17), Promise Zone (Volunteer, 2015), Athelas Therapeutic Riding (Volunteer, 2010-2014)
Gustavo Nascimento Dos Santos  
Buffalo, NY  
585-967-3607  
gustavonrsantos@hotmail.com

EDUCATION

Canisius College, Buffalo, NY  
Master of Science, Higher Education and Student Affairs Administration  
Expected May 2020

Canisius College, Buffalo, NY  
Bachelor of Arts in Communications  
May 2017

• Division 1 student-athlete with an athletic scholarship and academic scholarship

STUDENT AFFAIRS EXPERIENCE

Canisius College, Office of Student Life, Buffalo, NY  
Student Engagement Coordinator  
September 2018-Present

• Oversee all functions and activities for senior events including: budgeting, relationship building with different offices and working in collaboration with senior events student committee.
• Manage student life campus wide engagement activities such as Spirit Week, Pints with Professors and Tailgate Series.
• Collaborate with the Office of Athletics in games engagement activities.
• Assist running activities during New Student Orientation, Welcome Week and Summit for Clubs and Organizations.
• Plan engagement events throughout the year for an average of 400 students in different settings.
• Build and advise a student committee for all senior class events.
• Track student clubs, organization and offices advertisements in the Stall Street Journal and Today @ Canisius.
• Advise Canisius Life Social Media Organization in building strategies using our Instagram and Twitter page to better promote events from all clubs on campus.

Canisius College, Higher Education and Student Affairs Administration, Buffalo, NY  
Program Coordinator  
October 2018 - May 2019

• Assisted with graduate student engagement, new graduate student activities and assistantship hiring process.
• Facilitated admission driven program to prospective students in the higher education and student affairs graduate program.
• Coordinated with different student affairs offices within Canisius College as well as from other institutions on best strategies for the recruiting process of assistantships for graduate students in the Higher Education Master’s Program.
• Connected with alumni from the Higher Education Program and created opportunities for current students to interact with them.

ATHLETIC ADVISING EXPERIENCE

University at Buffalo, Department of Athletics, Buffalo NY  
Academic Performance Specialist  
May 2019 - Present

• Work with student-athletes daily in a one-on-one mentoring capacity to assist with time management and overall academic task completion.
• Support incoming student-athletes in the Fundamental Academic Skills Training (FAST) summer bridge program.
• Develop workshops and programming on topics such as career and personal skill development.

Student Development Intern – SAAC Advisor  
August 2019 – Present

• Advise and monitor UB Student-Athlete Advisory Committee (SAAC) and its Executive Board.
• Coordinate nomination and election process for Executive Board.
• Meet on a weekly basis with the six student leaders and all members of SAAC to monitor group progress, plan future meetings and coordinate leadership development workshops.
Coordinate engagement activities such as Bulls in the Community and Band of Bulls.

Advise the Mid-American Conference (MAC) Counsel of Student-Athletes (COSA) representatives from UB and assist with NCAA legislative updates, programing initiatives and student athlete advocacy related topics.

Diversity and Inclusion Intern August 2019 – Present
- Coordinate trainings on diversity and inclusion for professional staff members in the department.
- Create initiatives for student athletes surrounding diversity and inclusion such as: mental health awareness week, anti-bullying week, and domestic violence awareness.
- Monitor and stay in compliance with MAC and NCAA initiatives surrounding diversity and inclusion and schedule student events accordingly.

WORK EXPERIENCE

Stampede Presentation Products, Buffalo, NY November 2017-July 2018
Sales Representative I
- Resolved issues with product returns, pricing, and promoted further sales of audio and video component products.
- Increased customer base by seeking out to new business opportunities.

The Ethos Project Inc., Buffalo, NY July 2017-November 2017
Corporate Trainer
- Designed campaign strategies tailored specifically for Fortune 500 clients.
- Managed and trained a team of 10 to 15 people on new sales strategies.
- Partnered with recruiter on reviewing and conducting 2nd and 3rd round interviews.

Canisius Fund, Department of Advancement, Buffalo NY September 2014 – May 2017
Student Manager
- Assisted the office graduate assistant by setting up calling pools, solved issues with software as well as any issues that arose in the calling shift.
- Supervised student callers, reported the results of any unexpected behavior, planned engaging activities to keep the shift entertaining and incentivize performance.

VOLUNTEER EXPERIENCE

Latin America Students and Friends (LASAF), Canisius College September 2019 – Present
- Advise students in various social justice engagement activities as well as spread awareness of the Latin American culture.

Peace Action New York State, Canisius College Chapter September 2018 - May 2019
- Advised students with engagement activities as well as initiatives such as all gender restrooms, Title IX conversational awareness events, and increased awareness in diversity and equity topics.

Campus Ministry, Canisius College September 2015 - May 2017
- Engaged in activities such as sandwich ministry, burrito project, building houses and etc.

PROFESSIONAL HIGHLIGHTS
- Fluent in Portuguese and fluent conversational in Spanish
- Member of American College Personnel Association – ACPA and National Association of Student Personnel Administration – NASPA.
- Member of Jesuit Association of Student Personnel Administration JASPA and Association of Jesuit Colleges and Universities – AJCU.
- Participant in Canisius College committees such as Small Retention Group, Campus Climate on Race Strategic Plan, Alana Achievement Award and Young Alumni Committee.
- Proficient in Microsoft Software, Adobe Pro, Publisher and WordPress as well as advising tools such as iAdvise and Navigate.
- Certified on Safe Zone (March, 2020), SUNY Conduct Institute Title IX training (October, 2019) and QPR Suicide Prevention Training (August, 2018).
Vicky Ellington
1901 Main Street, # 1332
Buffalo, NY 14208
ellingtv@canisius.edu
(347) 479 9665

EDUCATION
Canisius College, Buffalo, NY
Master of Science in Higher Education and Student Affairs Administration Anticipated May 2020
Bachelor of Science in Human Services May 2018
Minor: Child, Family, Communities Studies

ACADEMIC ADVISING EXPERIENCE
Medaille College, Academic Advisement Center, Buffalo, NY September 2019-Present
Graduate Intern
• Create graduation plan for 20 students with different majors
• Review progress reports on a weekly basis and connect academically at-risk students to campus resources
• Facilitate student scheduling with advisors to connect new semester schedules
• Shadow academic advising appointments to become familiar with the course catalog and assist students in choosing classes appropriately

Canisius College, Griff Center for Student Success, Buffalo NY August 2018-May 2019
Academic Achievement Graduate Assistant
• Assisted academic advising team in creation of new student schedules for each semester
• Reviewed transfer student credits to advise on schedule creation and major requirements
• Managed caseload of 10 academic mentees, supporting development of better time management and study skills
• Served on the Student of Concern committee; take notes and record minutes
• Supervised 12 student assistants on day to day office operations
• Conducted training for 45 student assistants across various Griff Center locations regarding customer service skills at the front desk, phone etiquette, appointment scheduling and general office procedures
• Created student assistant work schedule each semester and for finals week
• Collaborated with Career Services team to post and approve jobs and internships for Canisius students and alumni utilizing Handshake software

STUDENT AFFAIRS EXPERIENCE
Canisius College, Griff Center for Student Success, Buffalo NY August 2019-Present
Testing Center Graduate Assistant
• Manage the intake for all exams; review faculty instructions, confirm student accommodations, finding note takers for students with accommodations
• Schedule test appointments for students in need of academic accommodations
• Proctor exams while maintaining student confidentiality and academic integrity
• Supervise 20 student assistants and coordinate daily tasks such as exam delivery, uploading academic notes, and front desk operations
• Manage a caseload of academic mentees and support the development of academic skills and progress
Canisius College, Office of Student Life, Buffalo, NY
*Resident Assistant* August 2018-Present
- Supervise 35 residents in freshman and upperclassmen residence hall; connect students to campus resources as needed
- Create community among residents via planning and implementation of social and educational programs
- Participate in on-duty rotations to ensure safety and compliance with community standards

Pace University, Office of Transition and Orientation, Pleasantville, NY May 2019-August 2019
*Assessment, Registration and Transfer Coordinator*
- Managed registrations for new student and transfer orientation using Slate software
- Created a call script for orientation leaders to reach out to their assigned students prior to orientation
- Created new student groupings and assigned them to an orientation leader for each session, and arrange room assignments for all new students staying overnight
- Reviewed student and family evaluations on a weekly basis to make suggestions for improvement for the following session
- Created the production schedule for transfer orientation; assigned orientation leaders, arrange advisement sessions
- Created student nametags for each orientation session using Microsoft Excel

**WORK EXPERIENCE:**
Sprague Energy, Bronx, NY
*Summer Employee* Summers 2016 and 2017
- Maintained cleanliness of terminal
- Painted pipelines in exterior of structure
- Assured exterior of vicinity was painted and coated on daily basis

**SKILLS & QUALIFICATIONS**
- Fluent in Spanish
- Proficient in Microsoft Office Suite, Banner 9
Dominique Gagnier
478 Parrish Road • Honeoye Falls, NY 14472 • 585-469-5529 • dominiquegagnier1@gmail.com

EDUCATION
Canisius College, Buffalo, NY
Master of Science in Higher Education and Student Affairs Administration
GPA: 3.8/4.0
Expected May 2020

St. John Fisher College, Rochester, NY
Bachelor of Arts in Psychology; Minor: Sociology
GPA: 3.6/4.0; Cum Laude
May 2015

Study Abroad: Richmond University, Florence, Italy
Spring 2014

HIGHER EDUCATION EXPERIENCE
Canisius College, Griff Center Career Development Graduate Assistant, Buffalo, NY
August 2018- Present
• Create weekly flyers to promote Griff Center events utilizing the Canva marketing platform
• Conduct mock interviews to prepare students for job and internship search
• Review and edit student resumes, cover letters and general career correspondence
• Review, edit and post jobs and events for Canisius students and alumni utilizing Handshake software
• Created and managed office Instagram page to showcase Griff Center events and resources
• Review and revise all career documents to ensure they are up to date
• Created and lead a Resume Workshop each semester
• Supervise work-study students on assigned tasks and office procedures
• Review and approve or decline employers in Handshake
• Manage the “Griff Careers” email account
• Organized workshop for students: How to work a job/internship fair
• Serve as an academic mentor to a caseload of eight students focusing on time management and study skills

Nazareth College, Center for Life’s Work Intern, Rochester, NY
September 2019- Present
• Provide individual support to designated caseload of “undeclared” students, including career/major choice, career assessments, resume/cover letter
• Gain insight into marketing concepts and implement effective strategies
• Develop programming to engage student athletes and assist career coaches with major-specific workshops
• Serve as a TA for CDL 101 course
• Collaborate with Academic Advisement to provide support to the Guided Exploration of Majors (GEM) programs
• Assist students in applying for and utilizing the “Spark Grant,” a $1,500 scholarship for unpaid or underpaid internship, study abroad, or research experiences

Coastal Carolina University, ACUHO-I Intern, Conway, SC
May 2019-August 2019
• Managed room assignments of camps & conference guests
• Helped coordinate all camp and conference operations in tandem with Operations staff
• Maintained records of building occupancies, key inventories, and the status of rooms
• Supervised and evaluated student Summer Conference Staff
• Assisted with coordination of desk operations
• Helped coordinate Summer Freshmen Orientation Housing
• Created and presented a plan to recruit and retain entry-level employees in housing
• Communicated with facilities to ensure room spaces were cleaned on time
WORK EXPERIENCE

Woods Oviatt Gilman, Legal Assistant, Rochester, NY                        August 2015-July 2018
- Executed legal tasks timely in a fast paced, high volume environment
- Trained in First Legal, Service, and RJI duties
- Monitored files closely to ensure client satisfaction and confidentiality
- Received the “Extra Mile Award” in October 2016 and the “Unsung Hero Award” in January 2018

Victoria’s Secret, Sales Associate, Rochester, NY                        June 2013-January 2016
- Provided customer service while actively listening to customer wants and needs
- Received “Angel of the Month” recognition in June 2015

INVolvEMENT/PROFESSIONAL ASSOCIATIONS

Student Retention Committee, Canisius College                              September 2018-May 2019
- Planned and executed strategies to retain students
- Collaborated with small groups and presented ideas to the board members

Students of Concern Committee, Canisius College                              September 2018-May 2019
- Worked as a team to discuss students who are of concern and discussed ways to connect them to campus resources

Western New York Association for College Career Centers (WNYACCC)           September 2018-Present
- Attend site visits and participate in general business meetings centered around career and professional development
- Managed the “LinkedIn Photobooth” at the WNYACCC job fair
- Wrote an article published in the WNYACCC newsletter highlighting a professional in higher education

American College Personnel Association                                      September 2018-Present

National Association of Student Personnel Administrators                  September 2018-Present

SKILLS/CERTIFICATIONS

- NACE Coaching Fundamentals Training                                      November 2019
- Trauma-Informed Care Workshop                                             October 2019
- Student Conduct Institute Training Program                                October 2019
- Handshake, CareerShift, and Awato career resources
- StarRez university housing software
- Canva, Microsoft PowerPoint, Excel, Google platforms
- QPR Certified
Olivia Guidi  
1 College Circle, Geneseo, NY 14454  
oliviaguidi11@gmail.com || 315-985-3928

Education

Canisius College, Buffalo, NY  
Master of Science in Higher Education and Student Affairs Administration  
Anticipated May 2020
- GPA: 4.0/4.0

University of Rochester, Rochester, NY  
Bachelor of Arts in Political Science  
May 2017
- George Eastman Young Leadership Scholarship: All 4 Years
- Dean’s List: Fall 2016, Spring 2017
- GPA 3.32/4.0

Warsaw School of Economics (SGH), Warsaw, Poland  
Central European Studies  
August-December 2015
- Intensive study abroad program in Warsaw, Poland that focused on the history and politics of Central Europe

Higher Education Experience

SUNY Geneseo, Geneseo, NY  
Geneseo Late Knight Graduate Assistant  
August 2019-Present
- Supervise a student staff of six to thirty undergraduate students in tasks such as event management, marketing, and interpersonal communication
- Plan and execute 2-3 late-night activities per weekend and select day-time programs that are open to the entire campus community
- Coordinate with student organizations and leaders to plan and manage late-night events
- Manage payroll and schedules for six student staff members
- Review, create and approve marketing materials for Geneseo Late Knight
- Assist in the training and maintenance of staff through summer leadership training, winter leadership training, and weekly staff meetings
- Maintain the Geneseo Late Knight event statistics and budget
- Assess the attendance and effectiveness of Geneseo Late Knight late night activities
- Co-chair SUNY Geneseo’s Holiday Jubilee; a large-scale, multicultural winter holiday celebration that incorporates outside vendors, student performances, and student organization tabling activities

SUNY Geneseo, Geneseo, NY  
Office of Fraternal Life, Graduate Intern  
August 2019-Present
- Create a handbook for the Office of Fraternal Life that includes policies and procedures for the office and the fraternal governing organizations
- Collaborate with professionals at other institutions to revamp Geneseo’s Inter-Greek Council through emails, phone calls, and informational interviews
- Attend the Northeast Greek Leadership
- Assist with formal Panhellenic recruitment process
- Attend Inter-Greek Council and National Panhellenic Conference meetings

Daemen College, Buffalo, NY  
Graduate Assistant in Conference Services  
August 2018-August 2019
- Worked with the Daemen College Faculty and Staff to coordinate all non-student run events and meetings on campus using EMS campus
- Created, coordinated, and implemented the inaugural Wildcat Leadership Academy; a five day, overnight pre-college program for high school students
- Designed the Wildcat Leadership Academy brand and spearheaded the marketing campaign for the academy through emails, mailing, paid TV marketing ads, and social media
- Sustained all residential aspects of summer conferences including rooming assignments and making keys
- Assessed the outcomes of the Wildcat Leadership Academy
- Assisted in booking and managing conferences and events for external clients

Canisius College, Buffalo, NY  
Graduate Assistant, Teacher Education  
February 2019-May 2019
- Provided assistance in clerical duties for various professors in the department
Aided in research for multiple professors in the departments
Completed data entry and synthesis

Work Experience

AmeriCorps NCCC FEMA Corps, Vinton, IA
Corps Member July 2017-April 2018
- Worked collaboratively with 18 to 24-year-olds in a residential year of service program
- Completed approximately 1,800 hours of service through direct and independent service projects
- Acted with Federal Emergency Management Agency and other Department of Homeland Security employees to carry out the FEMA Disaster Survivor Assistant Mission after Hurricanes Harvey, Irma, and Maria
- Facilitated weekly reflection activities to spark meaningful discussions pertaining to our service year as the Service Learning Initiator
- Managed all social and real-world media posts for my team of ten members

Enchanted Forest Water Safari, Old Forge, NY
Admissions Supervisor, Cashier May-August 2014, 2016-2018
- Supervised twenty 16 to 46-year-olds in tasks such as money handling and general cashier work
- Performed basic Human Resources tasks involving interaction with 450 domestic and international Team Members
- Team Member of the Year: Summer 2016

Co-Curricular Involvement and Leadership Experience

Canisius College, Buffalo, NY
HESA Graduate Association, Fundraising Chair January 2019-December 2019
- Organized and assisted with various fundraisers for the Higher Education and Student Affairs Administration Graduate Association
- Raised approximately $450 over the course of one year

University of Rochester, Rochester, NY
Off Broadway On Campus Communications Chair, Executive Board August 2016-May 2017
- Maintained communication with 75+ other organizations in our campus community and with our Alumni network
- Coordinated all outside performances and co-sponsorships
Kappa Alpha Theta Fraternity, Member January 2016-May 2017
- Learned effective recruitment techniques
- Completed at least 5 hours of community service for every semester of involvement

Off Broadway On Campus Business Manager, Executive Board August 2015-May 2016
- Created and submitted an approved budget for the following fiscal year that included a 2.5% increase to our yearly stipend from the Student Government Treasury
- Charged with appropriating funds to the various aspects of this organization and observing administrative duties including budget needs and issues and fundamentals of running a campus club

Professional Associations

NASPA December 2019-Present
National Association for Campus Activities (NACA) November 2019-Present
College Student Personnel Association (CSPA-NYS) October 2019-Present
American College Personnel Association (ACPA) December 2018-Present

Professional Highlight
Northeast Greek Leadership Association (NGLA) Annual Conference Student Staff Member February 2020

Certifications

SUNY Student Conduct Institute (SCI) Title IX Basic Training November 2019
Question, Persuasion, and Response September 2018

Skills

Proficient in Microsoft PowerPoint, and Excel
Skilled in Google applications such as Drive, Docs, Slides, and Calendar
EDUCATION

**Canisius College | Buffalo, NY**
Expected May 2020
Master of Science (M.S.), Higher Education and Student Affairs Administration
GPA: 4.0/4.0

**University of Louisville | Louisville, KY**
May 2018
Bachelor of Art (B.A.), Public Health and Information Sciences
GPA: 3.68/4.0

HIGHER EDUCATION EXPERIENCE

**Graduate Assistant, Associate Dean of Students & Title IX Coordinator**
August 2019 - Present
Canisius College | Buffalo, NY
- Develop and assist with New Student Orientation for both summer and winter sessions
- Collaborate with campus partners in creating an assessment tool for New Student Orientation summer and winter sessions to ensure student needs are being met
- Analyze New Student Orientation assessment results and provide the institution with recommendations
- Serve as the point of contact for students as they complete mandatory online Diversity & Sexual Assault Training using Everfi module technology
- Collaborate with campus stakeholders to implement and produce spring orientation model for 40 incoming first-year and transfer students
- Create and implement the Orientation Leader Selection model based on student leadership development

**Graduate Assistant, ALANA Student Center**
August 2018 - Present
Canisius College | Buffalo, NY
- Collaborate with campus stakeholders to produce campus wide programming for 4,000 students
- Implement diversity programs with an emphasis on students of color
- Assess and analyze programming efforts to increase student engagement and attendance
- Develop programs within area’s annual programming budget of $1,000
- Develop and supervise student staff, consisting of 4 work study students
- Manage student worker recruitment and selection process
- Act as a liaison for students of color with the office

**Academic Support Specialist**
August 2019 - Present
University at Buffalo | Buffalo, NY
- Mentor and monitor at-risk student athletes through the facilitation of weekly meetings
- Teach college-level academic, note taking, and learning strategies
- Promote and facilitate academic and personal growth
- Document on-going student performance with up-to-date report keeping
- Strategize with students on how to engage with faculty

**ACUHO-I Summer Conference Intern**
May 2019 - August 2019
Texas Tech University | Lubbock, TX
- Assisted in the planning and execution of housing for over 500 clients through the use of CS Gold
- Oversaw operations of Resident Hall desks, including check-in and check-out procedures, assigning tasks to student staff, supervision of 10 student staff members and fielding phone calls
- Coordinated details for camps and conferences with clients, ensuring that proper customer service was provided
- Served On-Call and assisted in crisis management for summer camps and conferences
- Coordinated and assisted in the planning of an ACUHO-I Drive in Conference, UnMasking U
Senior Community Assistant
The Province Louisville | Louisville, KY

- Acted as a liaison between the residents and the maintenance, marketing, and business office staff
- Assisted in the opening/closing procedures for the apartments including, but not limited to: key distribution and collection, inventories, and damage assessment
- Served On-Call and assisted in crisis management for residents
- Performed ongoing review of leasing applications, housing agreements, maintenance requests, etc.
- Proposed and implemented monthly programs for approximately 829 residents
- Served on the recruitment committee for incoming student staff
- Supervised, trained and evaluated six student staff
- Developed and initiated innovative marketing strategies to increase residency retention

SUPPLEMENTAL EXPERIENCE

Relief Manager
The Ronald McDonald House of Kentuckiana | Louisville, KY

- Provided hospitality to families of pediatric patients, while also serving as support to families by being compassionate
- Oversaw operations of guest service office, including check-in and check-out procedures, assigning tasks to volunteers, and fielding phone calls
- Provide appropriate customer service to guests, volunteers and company-wide stakeholders

Development and Communication Intern
University of Louisville | Louisville, KY

- Composed monthly and bi-monthly newsletters for the Department of Ophthalmology donors and organization partners
- Assisted with program planning and fundraising

Student Researcher
University of Louisville | Louisville, KY

- Conducted a qualitative study on the effect of gold mining in the Obuasi community in Ghana, Africa
- Analyzed and coded qualitative data to develop a final report of findings
- Coordinated and interviewed people within the community and served as a presenter during the final presentation to the KNUST faculty and Obuasi community
- Presented findings and general experience to the University of Louisville department of Public Health and Information Sciences faculty and peers

IN Volvement

Advisor, USA Diversity Committee | Canisius College

- Guide student leaders as needed to ensure that diversity is being considered and that proactive and inclusive programming is implemented

Vice President, HESAA Graduate Association | Canisius College

- Developed and initiated promotional video to increase applications and program interest
- Implemented fundraising opportunities

Alpha Kappa Alpha Sorority Inc. | Beta Epsilon Chapter | Gamma Phi Omega Chapter

- Serve on programming board, developing community-wide programs

Vice President of Students for Students | University of Louisville

- Served as a liaison between organization members and the executive board.

PROFESSIONAL AFFILIATIONS

- American College Personnel Association
- Association of College and University Housing Officers-International

AWARDS & RECOGNITIONS

- Omicron Delta Kappa Honor Society, Outstanding Student Award | University of Louisville
Jillian Kelly
475 Carmen Rd, Buffalo, NY, 14226
jilliankelly1995@gmail.com
631-943-5455

EDUCATION

Canisius College, Buffalo, NY
Masters of Science in Higher Education and Student Affairs Administration
Anticipated May 2020

University at Buffalo, Buffalo, NY
Bachelors of Arts in Psychology
February 2018
Minors: Counseling, Global Gender Studies

RESIDENCE LIFE EXPERIENCE

University at Buffalo, Buffalo, NY
Summer Apartments Community Coordinator
May 2019 – July 2019

- Supervised a team of 10 Community Assistants and a team of 6 Turnover Assistants providing appropriate training, supervision and evaluation
- Served as a point of contact and resource for 200-300 students residing in 12-month, on-campus apartments along with summer sports teams
- Facilitated community-development initiatives, including planning and implementing programs for summer residents
- Consulted with supervisory staff to execute the community standards (student conduct) program for any violations of Campus Living policies
- Responded appropriately to customer service inquiries, maintenance issues, and emergency situations, using outlined protocols and good judgment; made referrals to appropriate stakeholders, authorities and supervisors
- Provided administrative support for tracking completed contractor work

Resident Advisor for Porter Hall
August 2015-May 2017

- Supervised a floor of 40 residents
- Organized and led floor and building programs such as Pride Prom, Gender Identity Cupcakes, and Crepes and Conversations
- Advised residents on personal and academic issues including diversity and academic performance
- Worked with a diverse team of 16 members
- Enforced University Policies and led by example
- Responded to emergency and crisis situations involving residents

HIGHER EDUCATION EXPERIENCE

Canisius College, Buffalo, NY
Food Pantry Coordinator
December 2019-Present

- Communicate with food providers to make sure the pantry is consistently stocked with canned and fresh food
- Organize the volunteer schedule to ensure pantry is open three days a week
- Develop, implement, and promote advertising materials to raise awareness of services

Counseling Center Outreach Coordinator
August 2018- Present

- Coordinate peer education program consisting of 10 students on sexual violence prevention and awareness
- Develop, implement, promote, and coordinate large and small scale programs for the counseling office such as Stress Less Day and Weekly Mental Health Screenings
- Supervise the Step Up! Griffis Peer Education Program; supervise, train and maintain regular communication with Peer Educators to include biweekly meetings regarding projects
- Coordinate schedule for departmental trainings to include; QPR suicide prevention trainings, Step Up! Griffis Bystander Intervention trainings, and programming requests for trainings from the Canisius College community
- Create Counseling Center outreach calendar
- Design departmental promotion to include posters and fliers
- Manage and regularly post on departmental social media accounts
- Generate follow up reports for programs and create an annual report summarizing programs and initiatives for the academic year
- Create and regularly update Counseling Center bulletin board

**Trocaire College, Buffalo, NY**
*Graduate Intern for Student Engagement – Social Justice & Leadership*  
August 2019-Present
- Assist with the planning, implementation and assessment of campus activities and events including social, intercultural, leadership, and special population programs
- Provide on-site management for activities/events
- Assist in the budget planning, monitoring, and reporting for activities/events
- Facilitate diversity, inclusion, social justice and leadership workshops

**LEADERSHIP EXPERIENCE**

**Canisius College, Buffalo, NY**
*Canisius College Sexual Violence Prevention Team*  
August 2018-August 2019
- Acted as secretary/helped run prevention team
- Liaison coming from Step Up! Griff's peer education program
- Planned campus wide events to educate students on sexual violence prevention and awareness
- Collaborated with several offices on campus to spread awareness on various topics

**University at Buffalo, Buffalo, NY**
*Academies Early Move-In Project Coordinator*  
August 2014 & August 2015
- Lead Project Coordinator working with a team of 15 students
- Designed and coordinated with other students and staff to conduct move in for over 200 students

**CERTIFICATIONS**
- Trained in QPR (Suicide Prevention)  
  Annually since 2015
- Student Conduct Institute focused on Title IX Investigator  
  November, 2019
- Advisor Research Training (ART) from NACURH  
  July, 2019

**PROFESSIONAL HIGHLIGHTS**
- Member of National Association of Student Personnel Administrators
- Past member of American College Personnel Association
- Past member of Association of College and University Housing Officers-International
- Fluent in Microsoft Office (Excel, Word, Publisher), Google Drive, Canva, Adobe
AKRIVI 'VIVIAN' KLENTOS
36 Fawn Meadows Ct Getzville, NY 14068
716-946-9880
klentosa@my.canisius.edu
LinkedIn: www.linkedin.com/in/vivian-kleonos

ACADEMIC BACKGROUND

Canisius College, Buffalo NY
Master of Science, Higher Education and Student Affairs Administration | Expected May 2020

State University of New York at Oswego, Oswego, NY
Bachelor of Arts, Global and International Studies | May 2016
Minor, Communication and Social Interaction Studies
• Vice President of National Panhellenic Council 2015-2016
• Member of Phi Sigma Sigma, Philanthropic Sorority

INTERNATIONAL WORK EXPERIENCE

International Student Adviser
International Student Programs & International Admissions | August 2018–Present
Canisius College, Buffalo, NY
• Plan and execute International New Student Orientation for fall and spring semesters
• Serve as an academic and immigration adviser for both exchange and matriculated students
• Work with students in applying for Curricular Practical Training (CPT) and Optional Practical Training (OPT) in liaison with USCIS
• Track SEVIS semester registration completion and Open Doors reporting
• Organize social and academic programming events including International Education Week
• Contact all prospective international applicants regarding application materials and questions
• Attend multiple admissions fairs in Western New York area as well as Ontario, Canada
• Assist in planning and recruiting International Student Ambassador Program
• Manage all International Student Programs social media accounts

NODA Intern
Dean of Students Office
Yale–NUS College, Singapore, Singapore | May 2019–August 2019
• Assisted with the overall development, planning, logistics and execution of Yale–NUS’ Orientation program
• Executed developmental training programs for Orientation Group Leaders and Orientation Committee
• Led Intercultural Engagement session during Orientation to over 400 students
• Designed and executed an Orientation mobile app through Guidebook
• Created assessment instrument through Qualtrics to measure student satisfaction with First-Year Orientation program, and Orientation training

Development & Communications Assistant
Office of Development and Communications | August 2016–July 2018
International Institute of Buffalo, Buffalo, NY
• Performed project management and supervision on Buffalo Without Borders, the Institute’s annual fundraiser raising $200,000+ in revenue
• Coordinated other major events including Global Buffalo Cultural Nights, and World Refugee Day celebrations
• Worked to make DonorPro database comprehensive and accurate, by maintaining the most up to date records of constituents and donations
• Worked with Director of Development on annual fund solicitation, organizing mailing lists, managing donations as they come in, and establishing relationships with prospective donors
• Managed the organization’s website, social media pages, and monthly E-Newsletter
AKRIVI 'VIVIAN' KLENTOS
36 Fawn Meadows Ct Getzville, NY 14068
716-946-9880
klentosaa@my.canisius.edu
LinkedIn: www.linkedin.com/in/vivian-klentos

STUDENT AFFAIRS WORK EXPERIENCE

Graduate Intern
Student Accessibility Services
State University College of New York at Buffalo, Buffalo, NY | August 2019–Present
• Read, interpret, and assist in evaluation of intake documents in coordination with accessibility coordinator professional
• Commission a campus-wide poster campaign on invisible differences
• Provide letters of accommodation to both students and professors
• Coordinate first ever Disability Rights, Education, Activism, and Mentoring (DREAM) chapter on campus, a group that serves as an outlet for students with disabilities to empower themselves and others on campus to be advocates
• Utilize and learn various assistive technologies such as ZoomText, Dragon Reader, and Read & Write

TECHNOLOGY & LANGUAGE SKILLS
• Banner
• Slate
• DonorPro
• iAdvise
• Qualtrics
• Microsoft Office Suite (PowerPoint, Excel, Word, Outlook)
• Adobe Photoshop
• Native proficiency: Greek
• Professional working proficiency: Spanish
• Elementary proficiency: Levantine Arabic

PROFESSIONAL DEVELOPMENT
• SEVP External Training (SETA) courses: SEVP Basics, SEVP 101, Intro to Initial SEVP Certification, and EVP 101, February 2020
• SUNY Student Conduct Institute: Title IX Basic Compliance Training, November 2019
• Trauma Informed Care workshop, October 2019
• QPR (Question, Persuade, Refer) suicide prevention, October 2018
• ACPA member and conference, March 2019
• NASPA member and conference, March 2020

VOLUNTEER WORK
• Buffalo Greek Festival Commitee, 2010–Present
  • Work with festival committee to create an authentic Greek cultural experience for over 100,000 annual visitors.
• Home English Language Learner Outreach (HELLO) Program, 2017–Present
  • Teaching English to refugee stay-at-home mothers & domestic violence survivors
• Buffalo Greek Festival 5k Run, 2015-2019
Ursula Jean Magsayo  
9124 South Karlov Avenue, Oak Lawn IL 60453  
Cell: (708) 822-1113  • umagsayo@gmail.com

Education

Canisius College  
M.S. in Higher Education and Student Affairs Administration  
Buffalo, NY  
Anticipated May 2020

Loyola University Chicago  
Bachelor of Arts in Theology  
Minor: Catholic Studies and Bioethics  
Chicago, IL  
August 2013-May 2017

Residence Life Experience

Canisius College, Office of Student Life  
Resident Assistant  
Buffalo, NY  
August 2019-Present

- Support and enforce university policies within the residence hall to ensure the health and safety of residents
- Serve as a mentor and advisor for 60 upperclassman students in apartment style of campus housing
- Develop and execute mediation and conflict resolution skills

Canisius College, Student Life  
Summer Hall Director & Conference Coordinator  
Buffalo, NY  
May 2019-August 2019

- Established and maintained rapport with students in residence hall
- Supervised eight summer staff assistants, which included resident assistants and conference assistants
- Participated in the on-call schedule and responded to crisis situations in conjunction with other campus offices such as Public Safety and Facilities
- Oversaw and maintained residential facilities by keeping communication with facilities and overnight services
- Coordinated all conference housing assignments to include distribution, collection and inventory of: room keys, access rights and access cards
- Coordinated invoicing of all summer conferences at Canisius College
- Coordinated all conference check-in and check-out procedures
- Ensured proper signage and information was available in rooms and/or given to attendees to include: conference staff contact info, emergency procedures, check-out procedures; maintain bulletin boards on conference floors
- Communicated with conference attendees, group leaders, and others to ensure complete satisfaction with all housing related concerns prior to and after conference stay
- Completed room and apartment inspections of all campus-owned housing
- Assisted with Freshmen housing assignments for upcoming academic year

Loyola University Chicago, Residence Life  
Resident Assistant  
Chicago, IL  
August 2015-May 2016

- Developed interpersonal, teamwork, communication, problem-solving, and leadership skills
- Planned and implemented programs that promoted social justice, education, and self-awareness, and self-care
- Managed various administrative duties such as maintenance requests and incident reports
- Served 40 first year students at Loyola University Chicago

Higher Education Experience

Canisius College, Griff Center for Student Success  
Graduate Assistant - Student Success Coach  
Buffalo, NY  
August 2018-Present

- Manage the daily operation of the testing center including but not limited to: scheduling of exams, in-taking and proctoring exams, overseeing the delivery system, and communicating with faculty, staff, and students
- Administer exams for students who receive extended time as an accommodation for a disability and maintain confidentiality in regards to student files
- Coordinate the proper return of exams to professors after administration to students
- Plan and facilitate academic workshops in the areas of time management, note taking and study skills, and self-care/stress reduction
- Assist in the academic notetaking program for student who receive accommodations by recruiting notetakers and supervising notetakers
- Create and maintain a clear log of intake and delivery of exams
- Maintain student confidentiality and always remain sensitive to student needs and levels of comfort
• Supervise and delegate tasks to approximately 22 student workers by creating their semester work schedules, coordinating and conducting training, and assigning work stations
• Mentor a caseload of students by meeting weekly to create goals and plans for achievement in the areas of time management, study skills, and campus engagement
• Oversee and manage a program, Our Circle, focused on building community on the Canisius campus

Canisius College, Be the Light Youth Theology Institute

Summer Graduate Intern

Buffalo, NY
May 2019-August 2019

• Assisted with day-to-day operations and logistics of the Institute while it was in session
• Created an evening and morning prayer and reflection schedule for the institute
• Corresponded with applicants and families in preparation for the week of the Institute
• Prepared materials for applicant Welcome Packet
• Served as contact liaison for closing Mass and Dinner RSVP’s

University at Buffalo, Intercultural and Diversity Center

Graduate Intern

Buffalo, NY
August 2019-Present

• Plan and facilitate workshops based on diversity and inclusion
• Assist in the implementation of a yearly retreat focused on intercultural leadership
• Coordinate programs for a new first-generation student initiative

Loyola University Chicago, Kapwa

Directing Team on KapwaXCLC retreat

Chicago, IL
January 2016-April 2017

• Created a retreat that fosters self-exploration, provide a space to share personal experiences, and build connections with other students
• Planned activities using the methods of Ignatian spirituality to build an inclusive community where they are free to express themselves
• Provided a space to self-reflect on our experiences at Loyola while also learning about intrinsic Filipino values
• Promoted Christian Life Community pillars of community, spirituality, and mission while also serving as a bridge to the Filipino roots

Loyola University Chicago, Campus Ministry

Retreat Leader/Retreat Captain

Chicago, IL
October 2014-May 2017

• Upheld the Ignatian values through interweaving the values into team meetings
• Supervised student leaders
• Encouraged students to explore spirituality in a small group where discussion was facilitated

Relevant Community Service

Candaping High School

Seasonal Assistant English Teacher

Siquijor, PH
May 2009-Present (Seasonal)

• Teach English grammar and conducted spelling tests for Sophomores and Juniors
• Express the ability to adapt lessons to meet the needs of individual students
• Promote a safe environment where mistakes were welcome and encourage students to try their best in a new language

Jesuit Volunteer Corps (JVC) Northwest

Portland OIC/Rosemary Anderson High School – Education and Employment Support Specialist

Portland, OR
August 2017-August 2018

• Supported transition-age youth in career exploration
• Managed a drop-in place to support youth with college and job applications, tutoring, resume writing, etc.
• Developed workshop curriculum for work readiness, college readiness, self-care, and customer service
• Created a senior workshop curriculum that developed a link between the Work Readiness Training team and the Rosemary Anderson HS senior students by developing lesson plans and communicating between the WOT team and each high school campus
• Explored racial justice and trauma-informed care through training and focus groups

Relevant Experience

Resolutions NorthWest

Equity-Informed Conflict Resolution in the Workplace

Portland, OR
October 2017

• Identified how conflicts in the workplace are similar and different from other conflicts
• Understood power dynamics related but no limited to race, class, and gender and how they impact workplace conflict
• Gained self-awareness about one’s innate approach to workplace conflict and other strategies
• Built skills for intervening, managing, and engaging in interpersonal workplace conflict
Hannah Pruch
(585) 808-3648 | hcpruch2@gmail.com

HIGHER EDUCATION EXPERIENCE

Advisor, International Student Programs | August 2018 - Present
Canisius College | Buffalo, NY

Engagement and Services
• Plan and host International New Student Orientation for fall and spring semesters
• Organize International Education Week and celebrate with campus-wide events
• Serve international students by answering questions and directing them to the best resources
• Advise students seeking employment on maintaining status, social security numbers, and taxes
• Engage international students with the campus and local community by organizing trips and activities
• Create semester newsletters and other media to communicate important information

Advising
• Serve as academic advisor for five to fifteen visiting international students each semester
• Meet with students to set goals, review progress reports, and discuss social and academic adjustment
• Maintain shared records of meetings and progress using iAdvise software
• Advise student club Global Horizons in organizing events and by coaching e-board members

Projects
• Designed and led a series of three workshops for exchange and study abroad students, aimed at preparing them for culture shock, developing cultural agility, and making the most of their experiences

English Language Tutor
• Support students’ academic needs by serving as the English language tutor

Academic Performance Specialist, Athlete Academic Affairs | August 2019 - Present
State University of New York at Buffalo | Buffalo, NY

• Mentor four at-risk student-athletes each semester
• Work with student-athletes to develop college-level skills and learning strategies
• Guide first-year students in identifying their strengths and opportunities for development
• Monitor class work, projects, and progress of student-athletes
• Share records of meetings celebrating successes and highlighting concerns with team advisors

Activities Manager, Pre-College Campus Life | May 2019 – August 2019
Brown University | Providence, RI

• Supervised three Program Assistants by scheduling of duties, oversight of workshops, one-on-one development meetings, staff meetings, and following through with job action when necessary
• Managed the feedback team of 10 Program Assistants for program evaluation, scheduling evaluators, reviewing Google Forms results, and communicating feedback to workshop leaders
• Assisted in maintaining Guidebook schedule of events including updates, descriptions, and daily review
• Guided 30 student-staff members in creating and continuously improving their educational programs
• Reviewed and evaluated 15 student-staff College Success Workshop programs weekly
• Planned and executed large-scale events such as the weekly Activities Fair and Carnival
• Assisted at weekly check-in to greet and aid new summer students and their families
• Organized and facilitated biweekly panels: The College Experience and Path to Careers

INTERNATIONAL EXPERIENCE

Fulbright English Teaching Assistant, School of Foreign Languages | August 2015 – June 2016
İzmir Kâtip Çelebi University | İzmir, Turkey

• Selected as a Fulbrighter to serve as a cultural ambassador on an English Teaching Grant to Turkey
• Independently taught English classes as a full-time instructor in the university’s Preparation Year program
• Led classes of up to 25 students, teaching a variety of skills including speaking, writing, and grammar
• Created teaching materials and strategies in partnership with host university faculty
RELATED WORK EXPERIENCE

English Instructor  
ELS Rochester  
February 2017 – July 2018  
Brockport, NY
- Taught English as a Foreign Language to international students ranging from beginner to college-preparation level
- Created a respectful learning environment for students to learn with peers from a variety of countries
- Personalized learning plans for students based on skills evaluations
- Integrated lessons into practical activities and trips, creating opportunities to practice out of the classroom
- Evaluated student performance with exams and productive exercises
- Tracked student progress and success in order to make recommendations for further study

LEADERSHIP

Teaching Assistant: Europe and Islam  
SUNY Geneseo  
Spring 2014  
Geneseo, NY
- Responsible for creating and leading weekly class blog

Teaching Assistant: Black British Literature  
SUNY Geneseo  
Fall 2014  
Geneseo, NY
- Tutored students in writing and research skills, evaluated essays and final papers

Sociology Teaching Practicum: The Individual and Society  
SUNY Geneseo  
Fall 2014  
Geneseo, NY
- Designed and delivered lectures throughout the semester

PROFESSIONAL DEVELOPMENT AND SKILLS

Professional Development
- SEVP External Training Application (SETA) courses: SEVP Basics, SEVP 101, Intro to Initial SEVP Certification, and EVP 101
- QPR (Question, Persuade, Refer) suicide prevention training
- SUNY Student Conduct Institute: Title IX Basic Compliance Training 2019
- Trauma Informed Care workshop
- ACPA member and national conference attendee, March 2019
- NASPA member and national conference attendee, March 2020

Skills
- Proficient in F-1 student visa policies, procedures, and regulations
- Higher education technologies including iAdvise, Desire to Learn, 25Live, Canva
- Elementary-level Turkish language learner
- Excellent communication skills

EDUCATION

Master of Science, Higher Education and Student Affairs Administration  
Canisius College  
May 2020

Bachelor of Arts, English Literature, *cum laude*  
State University of New York at Geneseo  
December 2014
Jennifer Riccardi
Riccardij18@gmail.com | (201) 406-2157 | 9 Henches Place Little Ferry, NJ 07643

EDUCATION

Canisius College, Buffalo NY
Master of Science, Higher Education and Student Affairs Administration, GPA: 4.0/4.0
- Program is accredited by the Council for the Accreditation of Educator Preparation (CAEP)

University of Scranton, Scranton PA
Bachelor of Science, Counseling and Human Services, GPA: 3.79/4.0
- Program is accredited by the Council for Standards in Human Services Education (CSHSE)

WORK HISTORY

Canisius College Office of Event Services, Buffalo NY
Graduate Assistant
August 2018 – Present
- Aid in planning, development, and implementation of campus-wide programs
- Hire, schedule, train, and supervise 15 Event Services student employees
- Assist with scheduling and managing events requested through event scheduling and room reservation software, 25Live
- Review, confirm, and coordinate room reservations and room setups with clients
- Run event production including lighting and audio and visual equipment
- Serve as a graduate assistant for an on-call rotation

St. Joseph’s University Office of Residence Life, Philadelphia PA
Residence Life Intern
May 2019 – August 2019
- Served as the team leader for Resident Assistant & Summer Conference staff and functions, including supervision of eight student staff members and facilitation of team and individual meetings
- Coordinated check-in/check-out processes for summer housing and Orientation, which include key inventory and preparation, group rosters, and room assignments
- Served as a resourceful and knowledgeable member of University Community at Orientation and other University-sponsored events to provide excellent customer service for all guests
- Assigned roommate assignments for summer pre-college programs
- Researched and designed a 45 minute bias training session for Resident Assistants
- Coordinated speakers and facilitators for mid semester Resident Assistant training
- Conducted a benchmark assessment on roommate placement and roommate pairing at local and Jesuit colleges and universities
- Developed a marketing plan and themes for resident assistant recruitment
- Completed several special topic projects including research on StarRez and residence life’s role in Orientation
- Participated on a committee that reviewed Cannabis in Higher Education

Steven’s Institute of Technology Student’s Leased Housing, Hoboken NJ
Residence Director
May 2018 – August 2018
- Assisted in the areas of staff supervision, staff training, evaluation, and office administration for Student Leased Housing
- Maintained accurate and detailed assignment and key records, generating reports, coordinating meetings, and multitasking within a fast-paced atmosphere
- Served in an on-call rotation and responded to afterhours incidents
- Coordinated and oversaw completion of move-ins for over 450 residents
INTERNSHIPS

**Canisius College, Buffalo NY:**

*Orientation Intern*  
December 2019 – Present

- Create marketing plan for the recruitment of student leaders
- Conduct individual and group interviews to select student leaders
- Develop a communication plan and timeline for incoming students regarding information college information, and requirements such as Title IX training
- Research best practices for training student leaders and team building
- Compose training materials, PowerPoints, and activities for leaders

**Canisius College Griff Center for Student Success, Buffalo NY:**

*Student Success Coach*

August 2019 – December 2019

- Conducted a benchmark assessment on First Generation initiatives at Jesuit Colleges and Universities
- Researched best practices for First Generation College student programming
- Served as a Student Success Coach mentor for eight undergraduate students
- Implemented programming for First Generation students such as tabling for National First Generation Day and photo campaign showcasing faculty and staff
- Developed a presentation for senior staff administration on findings from research

LEADERSHIP EXPERIENCE

**Canisius College Office of Student Life, Buffalo NY:**

*Resident Assistant*

August 2018 – Present

- Supervise residents who range from First Years to seniors
- Organize and implement monthly educational, social, and recreational programs
- Advise residents on personal, academic, and career issues
- Serve on an on-call duty rotation and enforce University policies
- Create bulletin boards to educate students on various topics, policies, and resources

**Canisius College HESAA Association, Buffalo NY:**

*President*

December 2018 – December 2019

- Ran all Executive Board and general meetings
- Created ad hoc committees and appointed committee members to further the business of HESAA-GA.
- Served as an advisor of the following areas: Professional Development, Community Service, and Social Programming
- Served on the Assistantship Day planning committee
- Acted as a representative of the program at Open Houses, Assistantship Days, and other college events
- Recruited prospective students through outreach with current undergraduate students and online

TRAINING

**SUNY Student Conduct Institute Basic Compliance Training: (Title IX Training)**  
October 2019

**QPR: (Suicide Response Training)**  
August 2018

**Promoting Awareness of the College Transition: (PACT)**  
August 2017

**Safe Zone: (LGBT+ Training)**  
February 2017

**ACTION: (Bystander Intervention)**  
March 2017

AWARDS AND HONORS

**University of Scranton:** Excellence in Counseling and Human Services  
May 2018

**University of Scranton:** Rose Kelly Award  
October 2016

**University of Scranton:** Dean’s List  
August 2015 - May 2018
Jordan Saunders  
Canisius College #619, 1901 Main St. Buffalo, NY 14208 • (929) 452-7218  
Saunders6@canisius.edu • www.linkedin.com/in/jordansaunders212

Education:

Canisius College, Buffalo, NY  
**Master of Science in Higher Education and Student Affairs Administration**  
Expected May 2020  
GPA: 3.8/4.0

Providence College, Providence, RI  
**Bachelor of Science in Marketing**  
May 2018

Work Experience:

Graduate Hall Director  
Canisius College Office of Student Life, Buffalo, NY  
August 2018 – Present

- Supervise, train, evaluate, and mentor 9 Resident Assistants using student development theories
- Construct an on-duty schedule for a 9-member Resident Assistant staff twice per academic year
- Respond to emergency and crisis situations in conjunction with Public Safety, the Counseling Center, and Student Health Center
- Participate in “on-call” duty schedule for emergency and crisis situation response on a rotating basis, including college breaks
- Provide programmatic and administrative oversight for Living-Learning Communities
- Assist in the recruitment, selection, training, and evaluation of Resident Assistants
- Establish and maintain positive rapport with 300+ undergraduate students to effectively address their personal, social, and academic concerns
- Serve as the liaison with campus partners regarding building maintenance, custodial concerns, and other services that support the Office of Student Life
- Coordinate building safety and security processes including health and safety inspections, fire drills, and roster verification
- Supervise and attend all designated hall openings and closings
- Function as a University Conduct Administrator and adjudicate student conduct cases

Residential Director  
Brown University School of Professional Studies, Providence, RI  
June – August 2019

- Supervised and mentored 15 Resident Assistants using student development theories
- Constructed an on-duty schedule for a 15-member Resident Assistant staff
- Managed a bi-weekly payroll for a 15-member Resident Assistant staff
- Responded to emergency and crisis situations in conjunction with Public Safety and the Counseling and Psychological Services Department
- Served in a 24-hour on-call duty rotation for emergency and crisis situation response
- Assisted and supported 200 high school aged students with personal, social, and academic concerns
- Assisted with all pre-college check-ins ranging from 350-1,750 high school students each Sunday
- Coordinated educational and training efforts on equity, diversity and inclusion across Pre-College programs
- Oversaw a $6,000 budget for staff programming events
- Managed a $2,000 Resident Assistant staff development budget
- Spearheaded the Staff Appreciation and Professional Development auxiliary for graduate and professional staff
Leadership:

Head Resident Assistant, Office of Residence Life, Providence, RI, February 2017 – May 2018
- Served as the liaison between both the Hall and Complex Director and the Resident Assistant staff
- Assisted and supported 215 first year male students with personal, social, and academic concerns
- Constructed an on-duty schedule for Resident Assistant
- Created and delivered presentations during monthly all-RA staff meetings (e.g., leadership, program advertising, time management, conflict resolution)
- Supported the Hall Director with the implementation and program development of Hall Council

Chief Operating Officer, Night in FriarTown, Providence College, August 2015 – May 2018
- Served as an overnight host to prospective multicultural and first-generation high school senior attendees
- Took attendees to morning and afternoon classes
- Input data regarding A Night in FriarTown: Multicultural Program overnight hosts and volunteers into a Microsoft Excel spreadsheet
- Scheduled and monitored the rehearsal of NIFT’s evening talent show, PC Factor
- Participated in parent panels upon request

Vice President, The Brotherhood, Providence College, October 2016 – September 2017
- Fostered growth, professional development, social consciousness, community service, unity, and emotional support for undergraduate men of color at Providence College

Resident Assistant/Mentor, Friar Foundations, Providence, RI, July – August 2017
- Mentored and advised 25 at-risk incoming first year students from diverse backgrounds
- Served as a teaching assistant and tutor in WRT 100, an intensive college preparatory writing course
- Confidently responded to residents’ personal, social, and academic needs, interests, and concerns
- Participated in both on and off-campus community immersion activities
- Developed and maintained a productive resident community via weekly planning and organizing of both educational and social events

Resident Assistant, Office of Residence Life, Providence College, August 2015 – January 2017
- Managed a college residence hall floor of 50+ diverse undergraduate students
- Developed and coordinated educational and social programs in unison with Residence Life’s mission
- Provided advice, support and referrals to residents regarding personal, social, and academic concerns
- Collaborated with Orientation Leaders to provide first year and transfer students with opportunities to become acclimated to the Providence College community

Skills:
- Conflict resolution
- Collaboration
- Crisis management
- QPR Suicide Prevention
- Public speaking
- Time management
- Microsoft Office
- Adobe Creative Cloud
- Canva

Professional:
- Student Conduct Institute Training, November 2019
- National Association of Student Personnel Administrators Member, September 2019
- American College Personnel Association Member, March 2019
**SAMANTHA SHAFFNER**
147 Lexington Avenue, Buffalo, NY 14222 | SamanthaAnneShaffner@gmail.com | (716) 225-0051

---

**EDUCATION**

**Canisius College**, Buffalo, NY  
Master of Science: Higher Education and Student Affairs Administration  
- 4.00 GPA  

Bachelor of Arts: History and Theatre  
- 4.00 GPA, *summa cum laude*  

---

**WORK EXPERIENCE**

**Canisius College**, Buffalo NY  
**Graduate Assistant, Specialized Advising, College of Arts and Science**  
August 2018 – Present  

- Manage a mentee case load of 7-10 of the highest risk students on academic probation each semester  
- Review and analyze probation and dismissal cases for Associate Dean’s review and dismissal appeal meetings  
- Assist with the creation, implementation, and analysis of probation and dismissal questionnaire  
- Create key communication for students on academic probation related to study skills, academic skills, and Canisius resources  
- Advise international students and students planning to study abroad  
- Present information on choosing a study abroad location, study abroad course selection, general education requirements, and American academics for international students  
- Develop handouts and communication regarding studying abroad and the academic implications  
- Review study abroad applications for Associate Dean prior to approval and participate in approval meeting  
- Collaborate with various offices to support student success, including participation on the Retention Working Group Committee and the Cura Personalis (Students of Concern) Team  
- Assist with registration in the Griff Center for Student Success; advise students on registration tips, communication with professors, and course selection  
- Assist in reorganization of advising files on digital platform, Desire 2 Learn  
- Create key institutional time management tools  

**Canisius College**, Buffalo NY  
**Higher Education and Student Affairs Administration Graduate Intern/ Program Coordinator**  
December 2019 – Present  

- Assist the program director with coordination for the 2020 Assistantship Day, including communication, registration, housing, and day of logistics  
- Serve as lead coordinator of the 2020 HESAA Internship Fair including; communication with potential employers and current HESAA graduate students, event registration, and day of logistics  
- Update Canisius College HESAA program alumni information within program documents and on the website  
- Create content and distribute the "HESAA Happenings" Newsletter to the Canisius College HESAA Cohort  
- Supervise the Academic Mentoring Center, the Study Zone and the associated work study students  
- Assist program director with organization and compilation of HESAA program assessment for the School of Education and Human Services  

**University at Buffalo**, Buffalo, NY  
**Academic Performance Specialist (APS)**  
August 2019 – December 2019  

- Served as an academic skills advisor and supervised four at-risk student athletes during mandated APS hours  
- Assisted students in enriching academic skills and learning strategies including but not limited to; time management, study skills, writing skills, research, and proper citation  
- Recorded individual student athlete meeting notes and assignment completion for APS compliance  

**Furman University**, Greenville SC  
**Academic Advising and First-Year Experience Graduate Summer Intern**  
May 2019 – August 2019  

- Advised first-year and transfer students, during Summer Orientation and Virtual Orientation, regarding curriculum, the concept of thriving at Furman, creation of schedules, and general questions  
- Coordinated Virtual Advising for all students that could not attend a Summer Orientation session  
- Coordinated New Student Survey completion by all incoming students
• Completed assessment for Virtual Advising and Summer Orientation
• Assisted the Assistant Dean for the First-Year and Second-Year Experience with the training of faculty summer advisors, orientation staff, and Pathways peer mentors
• Represented the Office of Academic Deans at the Academic Pathways Fair and the Resource Fair during Summer Orientation for new students and parents
• Presented the Furman curriculum and advised first-year student athletes that could not attend Summer Orientation alongside the Assistant Director for Academic Success
• Compiled key informational research for the Pathways Program, a first- and second-year experience program

Studio Theatre, Washington D.C.  
July 2017 – June 2018

Education Apprentice
• Assisted Education Manager in contact with potential students, evaluation of previous experience, and appropriate registration
• Processed all Studio Theatre Acting Conservatory registrations
• Generated promotional and publicity materials for graphic designers
• Assisted the Education Manager in maintaining positive relationships with student and faculty
• Managed conservatory space and equipment
• Managed the Education Department budget
• Completed reorganization of digital database and permanent paper files
• Managed Education Department programs including: The Studio in Play: Student Matinee Program, the Young Actors Ensemble, and the Young Women's Voices Monologue Competition
• Functioned as co-lead of department during staff transition; train new Education Manager and Registrar

Hobart and William Smith Colleges, Geneva, NY  
May 2015 – June 2017

Alumni Event Coordinator
• Assisted the Assistant Director for Campus Initiatives in recruitment, selection, orientation, training, supervision and creation of work schedule for roughly 30 student workers
• Participated in alumni weekend planning sessions
• Assisted with key event planning responsibilities including; creation of packets, creation of nametag, event set up, hiring, event planning, and scheduling

COLLEGIATE INVOLVEMENT

HESAA Graduate Association, Canisius College  
January 2019 – December 2019

Professional Development Chair
• Planned and informed students of professional development opportunities at Canisius College and the surrounding area, including headshots, seminars, local conferences, and networking events
• Collaborated with other Association members to promote the program and involvement
• Completed the 2019 Canisius Resume Book to send to employers

Women's Collective, Hobart and William Smith Colleges  
September 2013 – May 2017

Co-President in the 2016-2017 academic year
• Attended and led weekly meetings discussing issues dealing with gender on campus and throughout society
• Created events that facilitated discussion on gender and related topics including, Take Back the Night, Sex Positivity Week and The Vagina Monologues
• Organized and led a trip to Civil Liberties and Public Policy: Building the Movement for Reproductive Freedom annual conference

Leadership League of Women (LLOW), Hobart and William Smith Colleges  
November 2015 – May 2017
• Partnered with the Geneva High School to foster avenues for women’s leadership opportunities, through actively working with high school students at various events, building community and acting as role models.

Acting I, Hobart and William Smith Colleges  
January – May 2017

Teaching Assistant
• Assisted Hobart and William Smith professor with monologue and scene work
• Conducted performance assessment

Academic Tenure Review Committee, Hobart and William Smith Colleges  
October – November 2016

Phoenix Players, Hobart and William Smith Colleges  
September 2014 – May 2017
Educational Background:
Canisius College, Buffalo, NY
Masters of Science in Higher Education Administration and Student Affairs,
Anticipated May 2020
Bachelor of Arts in Communication Studies,
May 2018
- Concentration: Public Relations/ Advertising
- Minors: Sociology; Child, Family, and Community

Higher Education Experience:
Canisius College:
COPE/ HEOP Program, Buffalo, NY
Academic Skills Coordinator, November 2019-Present
- Provide academic, career, and personal advisement/guidance to students
- Assist with Pre-college Freshman Summer Program
- Serve as the academic advisor for freshman students
- Meet one-on-one with all first year students and ARC/AIM students
- Assist ARC/AIM students with academic recovery plans
- Monitor academic progress via progress reports, Students of Concern notices, and deficiencies
- Recruit, hire, train and supervise HEOP tutors for summer program and academic year
- Track timesheets/budget for HEOP tutoring program
- Teach First Year Experience Course for HEOP Students
- Administer, grade and track HEOP Placement Testing
- Communicate with professors regarding student progress during summer program

Griff Center for Student Success, Buffalo, NY
Graduate Assistant, August 2018-November 2019
- Assisted with overseeing the operations of Tutoring Services
- Supervised 40 tutors and 5 student workers
- Created and presented workshops within the Griff Center’s Academic and Professional Workshop Series
- Assisted with creating tutoring schedule and student worker schedule
- Interviewed prospective tutors
- Created tutor expectation document
- Assisted with New Tutor Training and Orientation Program
- Attended to questions and concerns of students
- Served as an academic mentor and study skills specialist to students
- Created successful academic recovery plan for mentees on academic probation
- Volunteered during New Student Orientation
- Volunteered during Graduate Commencement Exercises

University at Buffalo, College of Arts and Sciences Graduate Enrollment, Buffalo, NY
Graduate Intern, September 2019-Present
- Assist with various recruitment events such as tabling on campus, drop-in, and one-on-one meetings.
- Attend local graduate fairs to view, observe, and participate in the process of recruiting prospective graduate students.
- Assist with Life & Learning Workshop Series
- Provide support to the graduate enrollment coordinator team in conducting prospect research and cleaning data in CRM.
- Conduct a “Secret shopper” research project at peer schools, identifying various different prospect communications and ways in which peer schools are engaging with inquiries through digital, text, and physical communications.
Daemen College, Arthur O. Eve HEOP Program, Amherst, NY
Graduate Summer Intern, June 2019-August 2019
• Assisted with planning and preparation for Pre-Freshman Summer Program
• Held weekly one-on-one counseling meetings with 21 students
• Attended weekly activities and programming events
• Attended weekly staff meetings to address students concerns and academic progress
• Attended courses with students
• Created and implemented “Project Me” program timeline and workshops utilizing the Social Change Model of Leadership
• Designed “Project Us” course schedule, calendar, assignments and curriculum utilizing the Social Change Model of Leadership
• Created “Time Management Booklet” for advising meetings during academic year
• Created week-to-week advising guide, to keep HEOP Director and Assistant Director on track with meeting topics

Highlighted Skills:
• Microsoft Suite Proficiency
• Strong Interpersonal Communication Skills
• Adaptive
• Teamwork
• Leadership
• Dependable

Additional Work Experience:
Shea’s Performing Arts Center, Box Office, Buffalo, NY
Box Office Representative, June 2018-December 2019
• Sold tickets to Sheas shows and events
• Attended to patrons over the phone and in person
• Assisted with operations during large events
• Assisted with ticket and information mailings

Development Department
Administrative Intern, January 2018- May 2018
• Assisted with planning annual Black Tie Gala
• Managed and update spreadsheets
• Contacted local businesses to request donations
• Managed and update auction items

Creative Childcare
Assistant Teacher, May 2018-August 2018
• Assisted with managing classroom of 15 preschool aged children (2-3yrs)
• Scheduled creative and recreational activities to enrich children
• Taught basic mathematics, English and color identification to children.
• Took full responsibility for classroom in the absence of the head teacher

Argentum Senior Living Association, Alexandria, VA
Temporary Membership Associate, July 2017-August 2017
• Updated member profiles in the company data base
• Managed a master spreadsheet in order to update and check member profile information for accuracy
• Contacted members requesting information from their senior living communities
• Assisted with mass mailings
## Index

### Academic Advising and Support Services
- Jamilatou Cherif Aidara
- Christina G. Bakos
- Nicolle Barsch
- Chad Blunt
- Cassie Clark
- Gustavo Nascimento Dos Santos
- Vicky Ellington
- Ursula Jean Magsayo
- Hannah Pruch
- Jordan Saunders
- Samantha Shaffner
- Jenyia Wilson

### Accessibility Services
- Ursula Jean Magsayo
- Samantha Shaffner

### Admissions and Financial Aid
- Christina G. Bakos
- Nicolle Barsch
- Chad Blunt
- Vicky Ellington
- Dominique Gagnier
- Hannah Pruch

### Assessment
- Jenyia Wilson

### Athletics
- Gustavo Nascimento Dos Santos
- Vicky Ellington

### Career Development
- Chad Blunt
- Dominique Gagnier
- Jordan Saunders
- Samantha Shaffner

### College Access and Opportunity Programs
- Tasia Clemons
- Vicky Ellington
- Jenyia Wilson

### Community Engagement and Service Learning
- Jamilatou Cherif Aidara
- Christina G. Bakos
- Dominique Gagnier

### Diversity and Inclusion Education
- Jamilatou Cherif Aidara
- Gustavo Nascimento Dos Santos
- Chandler Hawkins
- Jillian Kelly
- Ursula Jean Magsayo
- Jordan Saunders
- Jenyia Wilson

### Fraternity and Sorority Life
- Olivia Guidi
- Chandler Hawkins

### International Programs and Study Abroad
- Jamilatou Cherif Aidara
- Nicolle Barsch
- Chad Blunt
- Dominique Gagnier
- Vivian Klentos
- Hannah Pruch
- Samantha Shaffner

### LGBTQIA+ Support Services
- Jillian Kelly

### Multicultural Student Programs and Services
- Jamilatou Cherif Aidara
- Chandler Hawkins
- Ursula Jean Magsayo
- Jordan Saunders

### Orientation, FYE, and New Student Programs
- Christina G. Bakos
- Cassie Clark
- Tasia Clemons
- Gustavo Nascimento Dos Santos
- Vicky Ellington
- Olivia Guidi
- Chandler Hawkins
- Jennifer Riccardi
- Samantha Shaffner

### Student Center and Unions
- Olivia Guidi
- Jennifer Riccardi
Student Engagement and Leadership

- Christina G. Bakos
- Cassie Clark
- Tasia Clemons
- Gustavo Nascimento Dos Santos
- Dominique Gagnier
- Olivia Guidi
- Jillian Kelly
- Jennifer Riccardi

Residence Life and Student Conduct

- Chad Blunt
- Cassie Clark
- Tasia Clemons
- Ann D'Angelo
- Olivia Guidi
- Jillian Kelly
- Ursula Jean Magsayo
- Jennifer Riccardi
- Jordan Saunders