Canisius College
Master’s Program in
Higher Education and
Student Affairs Administration
Profile of the Class of 2021
Message from the HESAA Program Director

Dear Friends of Canisius,

I would like to present to you the members of the Canisius College Higher Education and Student Affairs Administration (HESAA) Program Class of 2021!

The HESAA master’s program (formerly known as College Student Personnel Administration) at Canisius is a full time cohort-based course of study that prepares graduates for careers in higher education administration at 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 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, students have been graduate assistants at Canisius and at institutions across Western New York.

Our graduating students have had the unique opportunity to attend the CSPA-NYS regional conference in the fall of 2019 and the NASPA national conference in spring of 2021. 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 HESAA program, please visit canisius.edu/hesaa.

As you look forward to the 2021 – 2022 academic year, I ask that you consider our soon-to-be graduates to be part of your respective team!

With gratitude,

Mark R. Harrington
Assistant Vice President, Student Success
Program Director, Higher Education and Student Affairs Administration
Assistant Professor, Department of Graduate Education and Leadership
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- **Rachel Massaro**: Academic Advising and Support Services, Admissions and Financial Aid, College Access and Opportunity Programs, Orientation, FYE, and New Student Programs, and Student Engagement and Leadership

- **Matthew Mende**: Academic Advising and Support Services, Career Development, and International Programs and Study Abroad

- **Jabril Moore**: Diversity and Inclusion Education, Health, Wellness, and Recreation, LGBTQIA+ Support Services, and Multicultural Student Programs and Services

- **Nikola Rakicevic**: Academic Advising and Support Services, Athletics, Career Development, International Programs and Study Abroad, and Multicultural Student Programs and Services

- **Akins Richards**: Admissions and Financial Aid, Diversity and Inclusion Education, International Programs and Study Abroad, Orientation, FYE, and New Student Programs, and Residence Life and Student Conduct

- **Sarah Sterzinger**: Academic Advising and Support Services, Career Development, Orientation, FYE, and New Student Programs, Student Engagement and Leadership, and Student Center and Unions

- **Michael Stilson**: Academic Advising and Support Services, Career Development, LGBTQIA+ Support Services, Residence Life and Student Conduct, and Student Engagement and Leadership

- **Cliff-Simon Vital**: Admissions and Financial Aid, Orientation, FYE, and New Student Programs, Residence Life and Student Conduct, and Student Engagement and Leadership

- **Stephanie Wolcott**: Academic Advising and Support Services, Accessibility Services, Admissions and Financial Aid, Athletics, and Community Engagement and Service Learning

- **Angelina Yearwood**: Academic Advising and Support Services, College Access and Opportunity Programs, and Residence Life and Student Conduct
Jenny Rose Anacan
1901 Main Street Box #1200 | Buffalo, New York 14208 | 808-351-6349 | jennyrose.anacan@gmail.com

EDUCATION

**CANISIUS COLLEGE**, Buffalo, New York
Master of Science in Higher Education and Student Affairs Administration  
*Expected May 2021*

**CHAMINADE UNIVERSITY OF HONOLULU**, Honolulu, Hawaii
Bachelor of Science in Psychology & Minor in Christian Studies  
*May 2018*

RESIDENCE LIFE & HOUSING EXPERIENCE

**HALL DIRECTOR**, Office of Student Life  
*Canisius College – Buffalo, New York*
*August 2019 – Present*

- Serve and manage two distinct populations: approximately 150 first-year and 270 upperclassmen students.
- Supervise, advise, and evaluate six to nine Resident Assistants (RAs) via one on one and weekly staff meetings.
- Oversee, and manage the programming/community development efforts and budgets of RAs to create an environment that is conducive to learning and consistent with the mission, vision, and values of the institution.
- Participate in a 24/7 on-call duty rotation schedule including weekends and holidays to respond to emergencies and crises and collaborate with administration, counselor on-call, or Public Safety Officers.
- Coordinate and facilitate single adjudication student conduct hearings to investigate incidents and determine appropriate sanctions per violations to the community standards.
- Utilize the *Judicial Affairs Management System (JAMS)* to manage student conduct cases.
- Create assessments for RA/Hall Director evaluations and resident satisfaction using *Baseline Campus Labs*.
- Serve on the RA Selection Committee by creating marketing materials, setting up informational sessions, reviewing applications, and conducting interviews.
- Collaborate with an Associate Director and Graduate Assistant to plan all functions of Housing Selection.
- Utilize *SAP BusinessObjects, WebCardCenter, iAdvise, Adirondacks (THD), Banner 9, Desire2Learn, and Infoview*.
- Assist with health and fire safety room checks to maintain a safe, clean, and fire-compliant living environment.
- Coordinate and facilitate bi-annual fire drills in all Canisius College residential halls.

**SUMMER RESIDENCE DIRECTOR**, Student Housing & Residential Education  
*University of San Francisco – San Francisco, California*
*June 2020 – August 2020*

- Oversaw a population of approximately 70 summer students in apartment and traditional style housing.
- Served on a 24/7 on-call duty coverage rotation and submitted reports via *Maxient* software.
- Developed tri-weekly virtual passive programming for students in response to the Covid-19 pandemic.
- Conducted research for the Office of Student Conduct, Rights, and Responsibilities about the verbiage of specific policies and community standards at peer institutions to support internal policy updates.
- Assisted the Housing Assignment Team with Essential Housing Support (EHS) for Fall 2020.
- Utilized *StarRez* for resident communication to disseminate information.

STUDENT AFFAIRS EXPERIENCE

**GRADUATE INTERN**, Higher Education Opportunity Program (HEOP)  
*Medaille College – Buffalo, New York*
*February 2021 – Present*

- Assist in the recruitment of incoming HEOP students through phone outreach and create a database of New York high school counselor contacts.
- Plan off-campus and on-campus programming for students.
- Assist in the logistics of summer programming in collaboration with staff to develop activities.
- Assist with individual counseling sessions with first-year students.

**ACADEMIC MENTOR**, Griff Center for Student Success  
*Canisius College – Buffalo, New York*
*August 2020 – Present*

- Lead academic mentoring meetings with students to discuss academic progress and student success skills.
- Connect students to campus resources like tutoring, the counseling center, career services, etc.

ACHIEVER | LEARNER | DEVELOPER | RELATOR | BELIEF
Jenny Rose Anacan
1901 Main Street Box #1200 | Buffalo, New York 14208 | 808-351-6349 | jennyrose.anacan@gmail.com

FRONT DESK ATTENDANT SUPERVISOR, Office of Student Life
Canisius College – Buffalo, New York
August 2020 – Present

• Hire and supervise work-study employees to ensure administrative tasks are completed for the office.
• Oversee and coordinate the work-study schedule to adhere to the maximum funding allocation.

UNDERGRADUATE STUDENT ACTIVITIES & LEADERSHIP EXPERIENCE

STUDENT COORDINATOR, Office of Student Activities and Leadership
Chaminade University of Honolulu – Honolulu, Hawaii
January 2017 – May 2018

• Worked closely with student leaders of clubs/organizations to answer questions about student life.
• Processed financial paperwork for clubs/organizations.
• Collaborated with clubs/organizations, and/or departments to create events that benefited students.

VICE PRESIDENT OF PROGRAMMING BOARD
Chaminade University of Honolulu – Honolulu, Hawaii
August 2017 – May 2018

• Part of the Chaminade Student Government Association to collaborate with other students to serve the general good of the CUH student body population.
• Assisted in New Student Orientation by creating a welcoming environment for new students.
• Guided and oversaw members to plan, implement, and coordinate small/big campus-wide events/programs.
• Encouraged the creation of events that collaborated with clubs, organizations, and departments.

THE FILIPINO CLUB (TFC) PRESIDENT
Chaminade University of Honolulu – Honolulu, Hawaii
August 2016 – May 2018

• Led and collaborated with executive board members to serve TFC members and live out the club's mission.
• Increased the Filipino culture knowledge to students, faculty, and staff by sharing cuisine, dance, language, etc.

SERVICE EXPERIENCE

CAMPUS FOOD PANTRY VOLUNTEER
Canisius College – Buffalo, New York
January 2020 - Present

• Provide a welcoming and supportive environment for students who are food insecure.
• Maintain and organized a well-kept food pantry of canned food and dry goods.

CANISIUS CAMPUS MINISTRY
Canisius College – Buffalo, New York
September 2019 – May 2020

• Participated in local community services and Co-Mentored an out of town Winter Service Week.

AFTER SCHOOL PROGRAM COORDINATOR, Vincent House Youth Center
Catholic Charities of Onondaga County – Syracuse, New York
August 2018 – July 2019

• Served as part of a religious base yearlong young adult volunteer service experience called FrancisCorps.
• Supervised part-time staff to provide a safe and fun environment for inner-city youth.
• Maintained detailed records of attendance and analyzed numbers regularly using Microsoft Excel.
• Responded to behavioral problems of youth through one-on-one conversations.
• Planned, implemented, and transported ten youth to community field trips using a 12-passenger van.

PROFESSIONAL ORGANIZATION AFFILIATIONS & COMMITTEES

National Association of Student Personnel Administrators (NASPA)
February 2021 – Present

Association of College and University Housing Officers (ACUHO-I)
October 2019 – Present

First Generation Week Committee
October – November 2020

NASPA Undergraduate Fellows Program (NUFP)
August 2017 – May 2018

CERTIFICATIONS

Question, Persuade, Response (QPR) Suicide Prevention Training
November 2020

ACHEIVER | LEARNER | DEVELOPER | RELATOR | BELIEF
CASSIDY BROWN

cassidycbrown21@gmail.com  •  315-941-2849  •  1227 Capital Ave, Utica, NY 13502

EDUCATION

Canisius College, Buffalo, NY
Master of Science in Higher Education and Student Affairs Administration  
Anticipated May 2021

Utica College, Utica, NY
Bachelor of Arts in Communication Arts
  •  Minor: Theatre

May 2018

HIGHER EDUCATION EXPERIENCE

Canisius College, Office of Event Services, Buffalo, NY
Graduate Assistant/ Event Supervisor  
June 2019 - Present

Logistical:
  ▪  Assist in implementation of campus-wide programs including but not limited to Open House, Accepted Students Days, Orientation, Honors Convocation, and Commencement
  ▪  Responsible for hiring, scheduling, training, staff development, and supervision of all 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 event logistics with internal and external clients
  ▪  Run event production including lighting and audio and visual equipment
  ▪  Serve in an on-call rotation for the office

Covid-19 Guidelines:
  ▪  Called 150 students for wellness checks and collected data during the March shutdown
  ▪  Supervise student assistants as they properly sanitize, set up and review to room occupancy, and properly social distance furniture between uses
  ▪  Assisted in implementation of a virtual honors convocation by contacting students via email to collect data
  ▪  Proofread and helped format the final honors convocation presentation

Canisius College, Griff Center for Student Success Buffalo, NY
Academic Mentor  
August 2020 - Present

  ▪  Lead weekly and bi-weekly academic mentoring sessions with five students discussing topics such as time management, study habits, goal setting, and reviewing progress reports
  ▪  Assist with student outreach for the academic mentoring program

Griff 201 Instructor
  ▪  Co-instruct three sections of Griff 201 for incoming transfer students to include topics of academic services and getting acquainted to the Canisius College community

Canisius College Office of Student Life, Buffalo, NY
Resident Assistant  
September 2019 - March 2020

  ▪  Supervised 35 residents from Canisius College and Erie County Community College in apartment style housing
  ▪  Organized and implemented educational, social, and recreational programs
  ▪  Managed a variety of administrative duties including maintenance requests and incident reports
  ▪  Supported and enforced college policies to ensure the health and safety of the students

Utica College Office of Student Living and College Engagement, Utica, NY
Student Engagement Graduate Assistant  
Fall 2018

  ▪  Co-advised Utica College Programming Board
  ▪  Served as an office resource for large events including First Year and Athletic Move In Day
  ▪  Served as a mascot handler for college events and athletic games
  ▪  Supported office clerical duties such as register handling, answering phones, and room key distribution
Utica College Office of Undergraduate Admissions, Utica, NY

Student Ambassador August 2016 - May 2018
- Served as a Tour Guide for prospective students, their families, and alumni
- Supported administrative tasks within the office including but not limited to answering phones, writing thank you cards, data entry, and social media postings
- Assisted with the preparation for large admissions events such as Open House, Accepted Students Day, and Scholars Day

Utica College Department of Fine and Performing Arts, Utica, NY

Stage Manager/Assistant Production Manager August 2014 - May 2018
- Ensured that rehearsal space was clean and prepared
- Created and managed rehearsal schedules for the cast
- Assisted with stage directions and notes
- Served as a logistics coordinator for student organizations

CO-CURRICULAR INVOLVEMENT AND VOLUNTEER EXPERIENCE

Alpha Phi Omega National Service Fraternity
Eta Mu Chapter Executive Board Member April 2017 - May 2018
- Completed at least 25 hours of community service per semester
- Learned effective recruiting and leadership techniques

Utica College, Student Government Association
Commuter Senator/Finance Committee Member/ Senior Class Vice President February 2017 - May 2018
- Reviewed student event financial requests
- Supported the implementation of fundraising for the Senior Class Gift

Young Scholars Liberty Partnership Program, Utica NY
Alumni Student Volunteer August 2014 - May 2018
- Served as a guest speaker for both student and fundraising events
- Supported setup and technological needs for events
- Served as an Art teaching assistant for the Summer 2017 STEAM program

WORK EXPERIENCE

Target, New Hartford, NY
Guest Advocate November 2018 - Present
- Support guests through checkout and guest services, Order Pickup, and Drive-up
- Provide knowledge of the offerings of credit cards and the Target App
- Assist with closing protocols of cash collection and system shutdown

SKILLS AND CERTIFICATIONS
- Question Persuade Response (QPR) Suicide Prevention Training September 2020
- Skilled in Event Management Software, 25Live and CampusLabs
- Skilled in academic record software, iAdvise
- Proficient in Microsoft Word, PowerPoint, and Excel and Google Suite

HONORS AND AWARDS

Canisius College: 2019 CSPA-NYS Esther Lloyd Jones Case Study Competition- 2nd Place October 2019
Utica College: Dean Robert Woods Student Life Award May 2018
Utica College: Who’s Who Among Students in American Colleges and Universities May 2017
Utica College: Womyn’s Resource Center: Women of Substance Award May 2017
Utica College: Professor Emeritus Jerome Weiss Outstanding Theatre Award May 2016
A highly motivated and mission-driven professional that has a passion for student success. Knowledgeable in Title IX, FERPA, Clery, and ADA. Engaging and proficient communication and interaction with administration, faculty, staff, and students. Excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals within a fast-paced environment. Experience in exuding sensitivity and inclusivity of diverse academic, socioeconomic, cultural, and ethnic backgrounds for various individuals. Ability to build bridges between people and groups, enhancing interdependence. Positive and encouraging attitude combined with excellent interpersonal, written, and verbal communication skills.

**EDUCATION**

**Canisius College, Buffalo NY**
M.S. of Higher Education & Student Affairs Administration  
Anticipated May 2021

**Buffalo State College, Buffalo, NY**
B.S. of Social Work  
August 2019

**HIGHER EDUCATION & STUDENT AFFAIRS EXPERIENCE**

**Trocaire College, Buffalo, NY**  
**Student Life Intern**  
August 2020 – Present

- Creates and establishes virtual social programming for students and staff during COVID-19, increasing student attendance and engagement within the office
- Conducts student leader interviews
- Collaborates with staff in the interview process and selection of Club and Organization Leaders taking into consideration student recommendations, interviews, and performed thorough application analysis
- Assists in large event planning and implementation

**Canisius College, Buffalo, NY**   
**Library Graduate Assistant**  
August 2020– Present

- Assists visitors with research inquiries, digital resources, and other reference materials and provided group and individual instruction on computer technology and cloud computing
- Manages the circulation desk delivering quality customer service regarding the circulation of library resources as well as maintaining digital account records within circulation databases
- Enforces COVID-19 regulations such as sanitizing areas and enacting social distance regulations

**Work-Study Supervisor**  
October 2020– Present

- Accountable for managing a $10K library budget
- Supervises between 10-20 work-study students, overseeing recruitment, hiring, onboarding, and training
- Manages work-study scheduling and duties
- Plans and implements work-study events

**Collegiate Village, Buffalo, NY**  
**Front Desk Assistant**  
February 2017 – August 2020

- Answered telephones, directed calls and took messages, maintained and updated filing, inventory, mailing, and database systems, and opened, sorted, and routed incoming/outgoing mail
- Organized and maintained sign up procedure for walk-in visitors and maintained resources and related materials
- Collaborated with Community Assistants and Resident Directors in daily operations and event planning
- Assisted Community Assistants with resident move in/move out procedures
Canisius College, Buffalo, NY
**STUDY CENTER SUPERVISOR GRADUATE ASSISTANT** January 2019 – May 2020
- Documented a record of student attendance, engaged with students providing advisement and support, and collaborated with staff and student staff on programming initiatives
- Oversaw the rules and expectations of the study center ensuring students were receiving the highest quality of service and assistance

Medaille College, Buffalo, NY
**GRADUATE ASSISTANT FOR ACADEMIC SUCCESS** July 2019 – April 2020
- Maintained direct contact with students including individuals and small groups to continuously develop action plans for academic success
- Provided outreach, referrals, and intervention for student population directing them to neighboring departments
- Developed activities and workshops to support new students, students on academic warning, and honors students

Buffalo State LGBTQ+ Resource Center, Buffalo, NY
**SOCIAL WORK INTERN** February 2019 – July 2019
- Created, prepared, and facilitated specialized events for the LGBTQ+ community on and off-campus
- Presented inclusivity training to staff and students, engaged with partners within the community to gather support for the Resource Center, as well as advocated for the LGBTQ+ community
- Conducted extensive research of the LGBTQ+ community and recommended best practices to establish positive inclusivity.
- Supported and mentored an abundance of LGBTQ+ students

University at Buffalo STEP Program, Buffalo, NY
**SOCIAL WORK INTERN** September 2017 – April 2018
- Assigned a caseload of youth between the ages of 11-13 years old meeting with individuals weekly to establish goals and strategies to improve grade point average as well as developed innovative lesson plans
- Collaborated with supervisor on planning and facilitating workshops and presentations to students
- Conducted crisis management
- Facilitated and executed classes for student success

**COMMUNITY ENGAGEMENT**

- **Canisius College HESAA Graduate Association, Professional Development Chair, January 2020 – Present**
- **Canisius College Residence Life Staff Selection (Carousel Day), 2019**
- **Viva La Casa, August 2016 – May 2017**
- **Response to Love Center, October 2015 – May 2016**
Lauren R. Carlin
160 Hillside Drive, Elma, NY 14059
716-345-7968 | laurencarlin17@gmail.com

EDUCATION

Master of Science in Higher Education and Student Affairs Administration
Canisius College, Buffalo, NY
GPA: 3.78/4.0
Anticipated May 2021

Bachelor of Science in Business Management
Hilbert College, Hamburg, NY
GPA: 3.86/4.0, Minor: Leadership
May 2019

Sigma Beta Delta International Honors Society
Hilbert College Honors Program
Spring 2019 - Present
Fall 2016 - Spring 2019

HIGHER EDUCATION EXPERIENCE

Hilbert College, Hamburg, NY
Admission Counselor
February 2021 - Present
Admissions Counselor (GA)
August 2020 - February 2021
• Effectively manage recruitment territory of Northern Erie, Niagara, Albany, and North Country Counties reviewing both undergraduate and transfer student applications for consideration to admission to the college
• Build relationships with prospective students/families through: in-person visits, phone, e-mail, Zoom, & Mongoose
• Experience with CRM systems including: Slate, Power Campus, Liaison, & Argos
• Assist in planning of recruitment events, providing campus tours, and creating media strategies
• Communication with division chairs to create community college transfer program evaluations

Student Activities Intern
August 2020 - December 2020
• Developed, coordinated, and supervised campus events including creation of promotional materials utilizing Canva
• Responsible for the proposal and enactment of the Leadership Scholars Council, an elected group of scholars dedicated to a leadership role within their cohort
• Assisted in recruitment and implementation of Campus Activities Board, a new student organization

Canisius College, Buffalo, NY
Local Service Coordinator (GA)
July 2019 - May 2020
• Designed and executed programs to promote local community service opportunities
• Recruited/trained students, tracked/ordered inventory, managed budget, and coordinated student volunteers for Downtown Buffalo Sandwich Ministry and Canisius Food Pantry
• Coordinated 16 community partners and 170 volunteers to participate in a one-day service opportunity
• Created flyers, programs, and social media posts advertising various events and initiatives
• Supported and led students during one week service immersion experience in Erie, PA

Hilbert College, Hamburg, NY
Admissions Office Assistant
May 2018 - December 2018
• Provided personal on-campus tours and information to prospective students and families
• Utilized various computer systems including Power Campus and Liaison to create reports
• Answered phones, organized information, and sent requests to corresponding personnel
EMPLOYMENT EXPERIENCE

Baker Victory Services, Lackawanna, NY

*Human Resources Intern* January 2019 - April 2019
- Assisted in reviewing candidate applications and new hire onboarding experience
- Organized and maintained employee records and files

Great Erie Federal Credit Union, Orchard Park, NY

*Member Service Representative and Teller* June 2017 - January 2018
- Interacted with members to recommend various service options and assisted with opening accounts Answered client questions and resolved issues to ensure member satisfaction
- Processed customer transactions including deposits, withdrawals, and payments

East Aurora Union Free School District, East Aurora, NY

*Clerical Substitute* June 2015 - March 2017
- Collaborated with co-workers in the school district office to meet the needs of current and potential employees
- Analyzed data, charts, and spreadsheets to ensure accuracy of payroll records
- Managed and prioritized duplicating needs of elementary and middle school faculty

LEADERSHIP EXPERIENCE AND COMMUNITY INVOLVEMENT

Hilbert College, Hamburg, NY

- *President*, Enactus August 2017 - May 2019
- *President*, Phi Beta Lambda August 2017 - May 2019
- *Student Ambassador*, Admissions Department March 2017 - May 2019
- *Leadership Scholar*, Leadership Scholarship Program August 2015 - May 2019
- *Active Member*, Franciscan Spirit Club and Hilbert Helpers August 2015 - May 2019
- *Project Manager*, Service-Learning Abroad January 2017 - 2019
- *Orientation Leader*, Student Life July 2016 - August 2018
- *Head Peer Leader*, Student Success and Retention August 2017 - May 2018
- *Peer Leader*, Student Success and Retention August 2016 - May 2017

AWARDS, DISTINCTIONS, AND PROFESSIONAL DEVELOPMENT

- New York State Association for College Admission Counseling Member February 2021 – Present
- National Association for Student Personnel Administrators Member February 2021 – Present
- Hilbert College 2025 Advisory Council Member January 2020 – Present
- Class of 2019, Student of the Year John W. Kissel Award May 2019
- Blue and White Society May 2019
- Graduate of Distinction May 2019
- Excellence in Student Learning May 2019
- GCW Capital Group, LLC Achievement Award May 2019
- Paul Harris Fellow, Rotary Award May 2019
- SGA John Kissel Outstanding Leader Award May 2019
- St. Clare Student of the Year Award September 2018
- SGA Student Contribution Award May 2018
- American Association of University Women Jacquie Walker Scholarship Recipient September 2017
- SGA Franciscan Spirit Award April 2017
EDUCATION

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

- 3.95 GPA

Bachelor of Arts in Psychology and Criminal Justice

- 3.76 GPA

HIGHER EDUCATION EXPERIENCE

Academic Advising Graduate Assistant
Dr. George E. Schreiner ’43 Pre-Medical Center, Canisius College
August 2020-Present
- Support approximately 300 undergraduate pre-medical/pre-health students by functioning as a resource for advising and professional development opportunities
- Serve as the intake adviser for first-years as they register with the Pre-Medical Center
- Collaborate with student organizations, such as the Minority Association of Pre-Medical Students (MAPS) and the Society of Pre-Health Students (SPHP), and other campus offices to organize and host programs, speakers, and events
- Serve as a teaching assistant for an Introduction to Health Professions course: review weekly assignments and provide feedback as necessary, welcome students and introduce the guest speaker, create a rubric for final assignment, design and update the course Desire 2 Learn page
- Collaborate with Pre-Health Director to plan the annual Upstate/WNY LAN NAAHP meeting by researching presenters, monitoring the registration process, and compiling attendee materials
- Update advising resources in Desire 2 Learn, Qualtrics, and the Canisius website
- Execute mock interviews with medical, dental, and optometry applicants
- Cultivate medical alumni relations by identifying, recruiting, and interviewing medical alumni for a spotlight project and a seminar course
- Manage the Health Science Advisory and Recommendation Committee application process
- Advertise the Pre-Medical Center through the maintenance of social media accounts and the creation of marketing materials

Griff Center for Student Success Graduate Assistant
Academic Achievement Suite, Canisius College
August 2020-Present
- Manage the front desk and assist drop in students with campus questions
- Monitor Zoom breakout rooms during add/drop and registration periods
- Oversee and supervise two work study students

Tutoring Center, Canisius College
January 2020-May 2020
- Served as an academic coach/mentor for four students; met weekly to create goals and plans for collegiate achievement and campus engagement
- Planned and facilitated academic workshops in the areas of time management, organization, note-taking, study skills, self-care, and successful online learning
- Composed monthly Tutor Spotlight articles to be included in the parent newsletter
- Created signage and promotional material for the Tutoring Center and Study Center
- Assisted with tutor training and tutor scheduling
Diversity & Inclusion Intern

Office of Diversity & Inclusion, Canisius College

- Worked closely with the Associate Dean to drive summer programs and initiatives
- Assisted with the implementation of student-centered strategies for enhancing campus climate for students of diverse backgrounds
- Collaborated with campus offices, such as Student Life, on initiatives for students, staff, and faculty
- Developed a community resource directory to help support different student groups
- Spearheaded an awareness project to address ongoing injustices around the world and in our community; gathered protest narratives from members of the Buffalo and Canisius communities to share stories and experiences involving activism

Pathways: First Year Experience Graduate Assistant

Academic Support Center, Medaille College

- Provided support to full-time staff to ensure the successful operation of Pathways: First Year Experience, a supportive mentoring program for first-year students
- Coordinated first-year events such as First Year Friday Mixers, Mindfulness Mondays, FYE Talk Series, and Stop & Study sessions
- Co-facilitated a training program for a 16-member Peer Mentoring staff
- Scheduled, planned, and facilitated bi-weekly Peer Mentor staff meetings
- Implemented an Academic Coaching Program for all Medaille students
- Contributed to the planning of workshops and events for the Rising Leaders Certificate
- Delivered classroom presentations to advertise services at the Academic Support Center and to promote positive study skills and time management
- Assisted the Director of Accessibility Services with exam accommodations by administering, proctoring, reading, and scribing exams and communicating with faculty
- Executed administrative tasks such as: answered phone calls, created and distributed flyers, and assisted students with making appointments

HEOP Peer Tutor

COPE Office, Canisius College

- Provided educational support in the fields of English and mathematics to 18 HEOP students during the Summer Bridge Program in classrooms and in guided study halls
- Served as an on call psychology, criminal justice, and English tutor during the spring and fall semesters for all HEOP students
- Attended professional development trainings and weekly summer staff meetings to discuss student progress and concerns

PROFESSIONAL INVOLVEMENT & ASSOCIATIONS

- Member, National Association of Student Personnel Administrators
- Participant, COLI Online Faculty Development Course
- Member, National Association of Advisors for the Health Professions
- Attendee, College Personal Association of New York State Conference
- Member, Psi Chi
- Member, Alpha Phi Sigma
EDUCATION

Canisius College, Buffalo, NY
Master of Science in Higher Education & Student Affairs Administration
May 2021
- Cumulative GPA: 3.9/4.0

University of Dayton, Dayton, OH
Bachelor of Arts in Sociology
May 2019
- Social Work Minor
- Member, Alpha Kappa Delta (International Sociology Honor Society)
- Cumulative GPA: 3.4/4.0

HIGHER EDUCATION & STUDENT AFFAIRS EXPERIENCE

The New Buffalo Institute, Canisius College, Buffalo, NY
Graduate Assistant
The New Buffalo Institute (NBI), created in 2020, aligns the college’s research, service and educational programming toward traditionally underserved neighborhoods on the East Side of Buffalo.
- Coordinated Virtual Service Week; created a Google site outlining activities, graphics, videos, and links to other resources; researched prospective community partners, wrote spotlights about them; sought opportunities for virtual volunteering, advocacy, donations, and further education. This event successfully engaged 123 participants.
- Implemented comprehensive communication strategy, which included creating content and posting weekly on social media accounts, writing and submitting content for the College’s internal communication vehicles, and updating the NBI website with virtual volunteering opportunities and other relevant content for students.
- Collaborated with external stakeholders to transition to virtual engagement during the Covid-19 pandemic.
- Researched models and best practices for community engagement.

Center for Community-Based Learning, Canisius College, Buffalo, NY
Coordinator
The Center for Community-Based Learning (CBL) works collaboratively with students, faculty and the community to offer a broad range of service-learning opportunities for student involvement.
- Responsible for directing the CBL program, which currently enrolls 150 students.
- Communicate with faculty members to determine suitable CBL sites and student enrollment at the beginning of each semester and follow through with regular contact.
- Serve as the point of contact for all non-profit outreach.
- Assist students in selecting a CBL site based on interests, schedule, and course requirements.
- Design and revise the CBL wiki-pages and website.
- Assist in developing structures and processes for volunteer activities.
- Conduct focus groups with faculty and staff to assess the CBL program.

Office of Diversity and Inclusion, Canisius College, Buffalo, NY
Intern
- Developed the Protest Narrative Project to address ongoing injustices around the world and in the Buffalo community; collected protest narratives from members to share stories and experiences involving activism.
- Drove internal and external programs and initiatives under the direction of the Associate Dean.
- Implemented student-centered strategies for enhancing campus climate for students of diverse backgrounds.
- Collaborated with the Center for Urban Education to recruit participants for the Protest Narrative Project.
• Created a community resource directory for the ALANA Student Center to help support diverse student groups.

**Department of Sociology, Anthropology & Social Work, University of Dayton,** Dayton, OH  
**Administrative Assistant**  
• Proctored exams for students who received academic accommodations.  
• Created flyers and posters advertising events on campus.  
• Assisted professors and staff members with office-related needs.  
• Greeted students as they entered and answered any questions to connect them to campus resources.  
• Updated syllabi, class times, and exam schedules as needed.

**Center for Student Involvement, University of Dayton,** Dayton, OH  
**Student Union Service Associate**  
• Provided customer support for recreational services and special events.  
• Created a welcoming environment for visiting guests.  
• Assisted in the coordination of special events and manage the rental of recreational equipment.

**WORK EXPERIENCE**

**Holiday Twin Rinks,** Buffalo, NY  
**Grille Manager**  
• Schedule and manage 10 employees.  
• Assist with control of all inventories, product cost, cash handling, and purchasing.  
• Hire and train 10 employees in their assigned job responsibilities.  
• Handle customer relations.

**International Institute of Buffalo,** Buffalo, NY  
**Intern**  
• Assisted refugees in creating resumes, completing job applications, and interview preparation.  
• Answered client requests and inquiries in a timely manner utilizing exemplary communication skills.  
• Transported clients to and from the agency.  
• Effectively communicated with clients and interpreters from all over the world.

**Journey’s End Refugee Services,** Buffalo, NY  
**Intern**  
• Provided refugees with the resources and support to become successful, active, and contributing members of the Western New York Community.  
• Developed lesson plans for English class and delivered lessons to the refugees.

**PROFESSIONAL DEVELOPMENT & CIVIC ENGAGEMENT**

- *Member, National Association of Student Personnel Administrators*  
  February 2021  
- *Attendee, College Personnel Association of New York State Conference*  
  October 2019  
- *Attendee, Association of Jesuit Colleges and Universities Conference*  
  June 2019  
- *Tutor, City of Dayton Refugee Community*  
  September 2017- May 2019  
- *Member, University of Dayton’s India Summer Immersion*  
  May 2017-August 2017  
- *Member, University of Dayton’s Tijuana, Mexico Breakout*  
  January 2016  
- *Travel Volunteer to Puerto Plata, D.R. M.O.C.A. of WNY*  
  February 2014
April Henry
111 Burdette Drive • Cheektowaga, New York 14225 716.517.0980 • apriljhenry96@gmail.com

Education

**Master of Science in Higher Education and Student Affairs Administration**
*Canisius College • Buffalo, NY • GPA: 4.0*  
Anticipated May 2021

**Bachelor of Arts in Mathematics & Economics**
*Canisius College • Buffalo, NY • GPA: 3.88 • Tidd Award for Distinction in Mathematics*  
August 2018

**Study Abroad at the University of Antwerp in Belgium**
Spring 2018

Higher Education Experience

**STEM Living Learning Community Coordinator**
*University of Maryland, Baltimore County • Baltimore, MD*  
September 2020 – Present
- Co-facilitate First Year Experience course using Blackboard Collaborate
- Supervise 16 students who are part of the student-led event planning committees to ensure expectations are clear and virtual social events are a success
- Support Assistant Director with changing various programs to an online format
- Connect with students individually to check in on academics and provide any other support as needed
- Collaborate with other offices about the creation and implementation of required monthly workshops
- Assess students academically and socially utilizing Google Forms and use feedback to improve student experiences and overall connection to the University
- Interviewed a total of seven candidates for the NROTC Preparatory Program

**Specialized Advising Graduate Assistant, College of Arts & Sciences**
*Canisius College • Buffalo, NY*  
August 2020 – Present
- Mentor nine high-risk students on academic probation through weekly one-on-one meetings
- Develop handouts and resources for mentees to enhance their time management and study skills
- Refer students to campus resources as necessary and maintain strong relationships with professionals in other offices
- Collaborate with Cura Personalis (Students of Concern) team during weekly meetings to improve student success
- Review study abroad applications and meet with students individually to guide them with their course selection for their semester(s) abroad and thereafter to ensure timely graduation
- Lead a presentation on academic planning and course approval for study abroad applicants
- Update presentations with COVID-19 information for the Associate Dean
- Compile data to track trends regarding progress reports and deficiency notices for students on probation for the last decade

**First-Year Experience NODA Intern**
*University of Maryland, Baltimore County • Baltimore, MD*  
June 2020 – August 2020
- Advised a total of 24 incoming freshmen and transfer students through virtual one-on-one meetings
- Clarified any questions during advising sessions regarding curriculum requirements, course selection, and general questions about UMBC
- Co-facilitated weekly webinars throughout the Jumpstart: Dawg Days Summer Bridge program using Blackboard Collaborate
- Reviewed pre-assessment and weekly assessment data from the summer bridge program and individually addressed student concerns
- Collaborated with Academic Engagement and Transition Programs team to plan five virtual community nights for the summer bridge students
Honors Program Graduate Assistant
Medaille College • Buffalo, NY
August 2019 – April 2020
- Advised students on academic probation within the Honors Program through one-on-one meetings
- Supervised approximately nine students at weekly Honors Student Council meetings
- Brainstormed event ideas and collaborated with faculty to handle logistics
- Updated student records utilizing Excel and Dropbox to stay organized and up to date

Mathematics Tutor
Canisius College • Buffalo, NY
September 2015 – December 2017
- Clarified mathematical concepts in a variety of classes and assisted students in preparing for exams
- Tailored teaching approach to fit the needs of a diverse group of students

Calculus I Teaching Assistant
Canisius College • Buffalo, NY
November 2018 – December 2018
- Ran weekly review sessions on various calculus topics for an average of ten students
- Adapted schedule to accommodate student needs

Other Work Experience
Clerk Typist, Human Resources
Williamsville Central School District • East Amherst, NY
January 2019 – September 2020
- Updated employee information using WinCap
- Handled correspondence after monthly Board of Education meetings
- Utilized Excel to track documentation
- Effectively maintained confidentiality
- Organized folders for interviews and new hires
- Operated postage machine and sorted incoming mail

Color Guard Coach
Lancaster High School • Lancaster, NY
June 2014 – July 2019
- Mentored 25 students in the art of color guard; trained students on basic technique and skills
- Worked one-on-one with students and with the group as a whole
- Collaborated with other coaches for a successful show

Treasury Intern
M&T Bank • Buffalo, NY
June 2017 – August 2017
- Responsible for the securities pricing process of the stress testing required by the Federal Reserve
- Updated stylized portfolio to accurately represent assets
- Created and presented securities pricing PowerPoint to supervisor and team

Cashier
PetSmart • Buffalo, NY
June 2014 – June 2017
- Displayed exceptional customer service skills
- Efficiently performed cashing duties and other tasks

Technological Skills
- iAdvise Retention System • PeopleSoft • Blackboard • D2L • Microsoft Office • Google Platforms • Canva

Professional Development
Presenter & Attendee, Conference on The First-Year Experience
University of South Carolina • February 2021
Participant, QPR Suicide Prevention Gatekeeper Program
Canisius College • November 2020
Treasurer, Higher Education & Student Affairs Administration Graduate Association
Canisius College • January 2020 – December 2020
EDUCATION

Canisius College, Buffalo, NY

Masters of Science in Higher Education and Student Affairs Administration

Expected May 2021

• GPA: 3.78/4.0

Canisius College, Buffalo, NY

Bachelor of Science in Business Management

May 2019

• Minors: Communications; Human Resources Management
• GPA: 3.53/4.00

RESIDENCE LIFE EXPERIENCE

Canisius College, Office of Student Life, Buffalo, NY

Resident Assistant August 2018-Present

• Facilitate relationships among freshmen residential students to build a respectful community
• Plan, implement, and evaluate several community development activity programs per semester including grocery bingo, movie night, and grab and go breakfast
• Conduct community meetings throughout the semester to convey information about housing policy changes to residents and foster community development in the residence hall
• Facilitate roommate conflict mediation process as needed in collaboration with Hall Director
• Monitor the general security of the residence halls and any potential violations of university or residence hall policies by collaborating with Public Safety Officers and the Hall Director as needed
• Participate in on call rotation on a weekly and weekend basis and respond to crisis situations as needed and maintain building and hall safety standards

Resident Assistant Staff Education and Preparation Coordinator May 2020-August 2020

• Developed and oversaw the facilitation of a hybrid summer Resident Assistant and Graduate Assistant training utilizing Desire to Learn software
• Created the Student Life Fall Resident Assistant manual
• Coordinated and implemented team building and staff development exercises
• Assisted the Office of Student Life in all aspects of fall Resident Assistant training including, collaborating with campus partners in order for them to speak at RA training and created the RA Training Schedule

The University of Pennsylvania, Summer Discovery Program, Philadelphia, PA

Resident Counselor June 2019-July 2019

• Supervised 11 gifted domestic and international students in a prestigious four-week research pre-college program
• Aided fellow staff members with event and program logistics for on-campus and off-campus afternoon activities
• Conducted bi-weekly meetings and presented to students about relevant program information regarding rules, policies, and grades
• Coordinated daily parent visits via phone calls, tracked weekly program spreadsheets, and ensured sign-in logs were up to date
STUDENT AFFAIRS EXPERIENCE

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

Tutoring and Study Center Graduate Assistant January 2020-Present

- Manage and supervise the daily operations of the Tutoring Center including managing six work-study students, troubleshooting issues as they arise, and managing the front desk when necessary
- Assist with tutor training and creating tutor schedules for 30 tutors
- Maintain tutor employment records and assist with tutor recruitment and hiring process
- Supervise and delegate tasks to student workers by creating semester work schedules, coordinating and conducting training, and assigning work stations
- Plan and facilitate academic workshops in the areas of time management, note taking and study skills, and self-care and stress reduction
- Work with coaching staffs of NCAA Division 1 teams to ensure students are using the study center as a space for academic success and provide academic counseling in the areas of study skills, time management, and notetaking to student athletes
- Create social media updates and promotional materials for the Tutoring Center and Study Center

Academic Mentor October 2019-Present

- Meet weekly with six students to offer individualized support and advice on organizational skills
- Reinforce best practices in studying and notetaking
- Assist students with time management to better prepare them for exams and other class assignments

Academic Support Graduate Assistant August 2019-December 2019

- Supervised a staff of six work-study students in the Study Zone and the Tutoring Center
- Oversaw the Study Zone for Student Athletes
- Provided assistance in the Testing Center by signing students in and monitoring exams
- Planned and booked travel arrangements for students who attended national conferences

Medaille College, Office of Student Involvement, Buffalo, NY

Student Involvement Graduate Assistant August 2019-May 2020

- Advised the Student Activities Board and Commuter Student Council to ensure maximum participation, program development, and implementation of programs throughout the year
- Coordinated the planning and staffing of Student Involvement Center programming events
- Helped with all aspects of New Student Orientation, including the Training and Selection of Orientation Leaders
- Created a marketing and advisement plan for both physical handouts and Student Involvement social media platforms

SKILLS AND CERTIFICATIONS

- Question, Persuade, Refer (QPR) Suicide Prevention Certified
- Proficient in Google Platforms, Microsoft Excel and Publisher, Canva

PROFESSIONAL ASSOCIATIONS

- College Student Personnel Association- New York State (CSPA-NYS)
- National Association of Student Personnel Administrators (NASPA Member)
EDUCATION:

Canisius College, Buffalo, NY
- Masters of Higher Education and Student Affairs Administration
  Anticipated May 2021
- Bachelor of Arts in Communication Studies
  May 2019

HIGHER EDUCATION EXPERIENCE:

Office of Student Life, Canisius College, Buffalo, NY  August 2019 – Present
Graduate Assistant
- Assist with and participate in New Student Orientation, Griff Fest, Senior Week activities, and other special events as assigned
- Work with various offices and individuals in developing programs and advertising for events
- Serve as the Graduate Advisor for Student Programming Board and oversee all operations
- Work with Athletic Engagement in planning events such as tailgates and game day events
- Coordinate logistical planning for club events such as choosing and securing locations, abilities and determining space
- Manage a programming budget of $200,000 for Student Programming Board
- Process budget requests and distribution of checks and receipts for all funding
- Manage contracts with external clients and dealing with payments and insurance
- Track student clubs, organization, and offices advertisements in Today @ Canisius
- Approve and deny program requests on CanisiusLife
- Manage student life campus wide engagement activities such as Thursday in the Quad and Welcome Week’s
- Collaborate with the Office of Athletics in sports games engagement activities such as Tailgates and Watch Parties
- Advise Canisius Life Social Media in building strategies using our Instagram to better promote events from all clubs and organizations on campus
- Assist running activities during New Student Orientation, Welcome Week, and Summit for Clubs and Organizations
- Participate in residence hall opening and closedown
- Coordinate building safety and security processes including health and safety inspections and fire drills

Covid-19 Guidelines:
- Called 150 students for wellness checks and collected data during the March shutdown
- Maintain in person programming while following all Covid-19 guidelines
- Met with each club and organization prior to an event to put a plan in place on how they will follow Covid-19 guidelines

Griff Center, Canisius College, Buffalo, NY  August 2020 – May 2021
Academic Mentor
- Provide support services such as academic advising, career counseling and guidance to both first year students and first year students on academic probation

Office of Student Engagement, University at Buffalo, Buffalo, NY  May 2020 – August 2020
Student Engagement Intern
- Organized a virtual club fair for incoming Freshman
- Updated and created new member profiles on UBLinked
- Created formal recruitment evaluations for Fraternities and Sororities
- Worked on the creation and development of the Fraternity and Sorority Interest Workshop
Career Center, Canisius College, Buffalo, NY            May 2020 – August 2020

Career Development Intern
• Reviewed and accepted campus jobs and internship postings through Handshake
• Reviewed and approved new professional clients on Handshake

Office of Admissions, Canisius College, Buffalo, NY            June 2016 – May 2019

Tour Guide
• Promoted Canisius by showing prospective students the campus, atmosphere, and student life at Canisius
• Organized and managed Accepted Students Day and Open Houses

WORK EXPERIENCE:

Texas Roadhouse, North Tonawanda, NY            December 2016 – Present

Hostess/ Server
• Communicate with guests entering the restaurant to create a welcoming environment
• Worked as Local Store Marketer to promote our company to businesses around the area
• Provide excellent customer service to up to 30 tables
• Handle cash and credit card transactions of up to $2,000 per shift

Buffalo Niagara Medical Campus, Buffalo, NY            December 2018 – May 2019

Communications and Marketing Intern
• Helped to compose monthly newsletters
• Worked on event planning committees to improve the BNMC
• Sent out weekly podcasts through social media posts, increasing reach by 100 viewers

Kaleida Health, Millard Fillmore Suburban Hospital, Buffalo, NY            August 2018 – December 2018

Marketing Intern
• Helped post daily social media content regarding events within and around Kaleida Health
• Prepared radio scripts and press releases when needed
• Facilitated activities for special events

LEADERSHIP EXPERIENCE:

Higher Education and Student Affairs Administration Graduate Association, Buffalo, NY            May 2020 – May 2021

President
• Provided the cohort with all important information passed down through staff
• Programed virtual group events
• Worked to help plan the following years Assistantship Day

C-Block, Canisius College, Buffalo, NY            September 2017 – May 2019

Secretary
• Attended every sporting event and encouraged school spirit amongst fans, students and the Canisius community

Commuter Student Association, Canisius College, Buffalo, NY            September 2017 – September 2018

Vice President
• Worked on programming for commuter students to keep them engaged and on campus

Residence Hall Association, Canisius College, Buffalo, NY            September 2016 – June 2017

President
• Oversaw the club, worked to program events for students living on campus

PROFESSIONAL DEVELOPMENT:
• National Association of Student Personnel (NASPA) member and conference            March 2021
• College Student Personnel Association of NY (CSPA) member and conference            October 2019
Rachel Massaro
48 Contessa CT
Williamsville, NY 14221
(716) 200-3944
rsmassaro48@gmail.com

EDUCATION:

Canisius College
Buffalo, NY
Masters of Science in Higher Education and Student Affairs Administration
Anticipated December 2021
Masters of Science in Literacy
September 2016

John Carroll University
Cleveland, OH
Bachelor of Arts, Early Childhood Education
May 2012

PROFESSIONAL EXPERIENCE:

CANISIUS COLLEGE
Buffalo, NY
January 2021-Present
Course Instructor, GRIFF 201 Transfer Experience
- Serve as primary course instructor for three sections of GRIFF 201
- Create syllabus based on course curriculum, assessment practices, and academic calendar
- Deliver instruction in various settings including in-person classroom setting and virtual Zoom meetings
- Coordinate with various departments to create departmental presentations
- Assess student experience and learning outcomes via survey and assign grades at the end of semester

Undergraduate Admissions Counselor
September 2018-Present
- Serve as admissions liaison and aid in recruitment efforts for the Higher Education Opportunity program, Urban Leadership Learning Community scholarship program, Say Yes Buffalo scholarship program, Dr. Martin Luther King scholarship program, and the Alumni Conversations Program
- Coordinate and direct recruitment activities for assigned high schools and assigned recruitment territories
- Counsel prospective applicants on the admissions process, college search, and financial aid process
- Review and score submitted application materials for the purpose of making admissions decisions
- Evaluate recruitment efforts annually; compare data from previous years with current recruitment year and analyze what efforts were new and how well they performed
- Communicate regularly with high school counselors, perspective students, parents, and others.
- Represent and present admissions information sessions both on and off campus to perspective students, parents, secondary school counselors, and others involved in the college selection process
- Plan and support various visit programs designed to recruit targeted prospective applicants to the college
- Create content and manage social media accounts for the Undergraduate Admissions Office
- Create and develop promotional items to be shared with students at various recruitment events
- Collaborate with various departments across campus.

UNIVERSITY AT BUFFALO Step Program
Buffalo, NY
May 2018-August 2018
Academic Counselor
- Provided academic assistance that led to student mastery of course requirements needed to complete high school and successfully complete a post-secondary education program
- Provided academic and career counseling, referral and follow-up and maintain data base records on student counseling and services
- Coordinated student activities; provided services to student and parents regarding the college search process
- Handled the initial intake, orientation and dissemination of information for new STEP students
- Assisted Project Director with planning, coordinating, and implementation of event programming and activities for students and parents
- Provided and facilitated academic tutoring in college preparatory based on need and experience
- Worked with Program Director to supervise ten members of instructional staff
- Managed student enrollment, program database, student service records, and progress reports
- Assisted with the preparation of program reports
ALEX AND ANI | Buffalo, NY
---|---
Assistant Store Manager/Charmed By Charity Specialist | March 2018-May 2018
Sales Associate/Social Media Liaison | July 2015-March 2018
- Sold a series of products to meet client needs and expectations
- Maintained thorough and updated knowledge of all product and promotions
- Carried out the mission of the company by taking customers on company journey during sales transaction
- Proven commitment to customer service, with the ability to analyze situations, build relationships, and provide a positive sales experience
- Resolved complex customer service issues in person, over the phone, and on social media
- Create and implement digital media campaigns based on company guidelines
- Managed and trained team of twelve associates and key holders to ensure store was running at optimal level
- Maintained daily operations and functions of the store
- Partnered with local nonprofit organizations to hold fundraising events in store
- Built relationships with community partners

KENTON U.F.S.D/Williamsville CSD | Buffalo, NY
---|---
Substitute Teacher/Long Term Substitute | September 2013-September 2017
- Assumed professional responsibilities of a classroom teacher when teacher is out of room or building.
- Developed lesson plans and implemented the daily plans of the classroom teacher
- Managed classroom procedures and behavior plans
- Participated in professional development classes, parent-teacher conferences, and team meetings
- Created correspondence between parents, teachers, and administrators including AIS report cards
- Used differentiation in lesson plans to meet the needs of all students

EXPRESS | Buffalo, NY
---|---
Part-Time Manager | November 2013-July 2015
- Sold a series of products to meet client needs and expectations
- Managed daily operations and merchandise flow of store
- Managed team of ten employees who ensured the store was operating at optimal level and met sales goals
- Demonstrated a proven commitment to customer service, with the ability to analyze situations, build relationships, and provide a positive sales experience
- Resolved complex customer service issues in person, over the phone, and on social media

Doodlebugs! Children’s Childcare Center | Buffalo, NY
School Age Lead Teacher | August 2012-September 2013
- Assumed professional responsibilities of lead teacher in the school aged program
- Planned and implemented daily curriculum activities
- Supervised four assistant teachers to ensure that daily plans were carried out effectively
- Managed classroom procedures, behavior problems, and daily parent communications
- Ensured operational checklists and procedures were followed during arrival and dismissal of children

VOLUNTEER EXPERIENCE:

Canisius College | Buffalo, NY
Higher Education and Student Affairs Administration Grad Association President | Winter 2021-Present

Moving Miracles Dance Studio | West Seneca, NY
Volunteer/Dance Class Demonstrator | Fall 2014-Fall 2017

Dodge Elementary School | Buffalo, NY
Classroom Volunteer | Fall 2009-Fall 2014

Carroll Reads Program | Cleveland, OH
Development Manager/Literacy and Math Tutor | Spring 2011-Spring 2012
Matthew R. Mende
Buffalo, NY
mendem0881@gmail.com | (315) 276-5624

EDUCATION

CANISIUS COLLEGE, Buffalo, NY  Expected: May 2021
Master of Science in Higher Education and Student Affairs Administration
Graduate Research: Intercultural Competency in the Czech Context and Beyond
- Designed a cultural course with a mentoring component for students studying abroad in Prague, Czech Republic
- Researched best practices for developing intercultural competency during a study abroad experience

WEST VIRGINIA UNIVERSITY, Morgantown, WV  May 2018
Bachelor of Arts in Political Science
• International Studies (Europe concentration) minor
Senior Capstone: Backsliding Of Democracy in Hungary  January 2018-August 2018
- Conducted extensive research on theories of democracy, transitions, and the recent trend of democratic backsliding within Central European countries
Research Assistant: Dr. Boris Barkanov  October 2017- December 2018
- Researched the history of NATO as an international institution
Study Abroad: AIFS at Charles University, Prague, Czech Republic  Spring 2017
- East and Central European Studies (ECES) academic program

SKILLS

Language: Conversational in French
Research and Writing: Experience with interviewing, conducting literature reviews, utilizing Research Databases including JSTOR, Proquest, Gale
Computer: Microsoft Word, PowerPoint, Google Drive, Canva

STUDY ABROAD EXPERIENCE

CANISIUS COLLEGE, Buffalo, NY  July 2020-Present
Study Abroad Advisor • Center for International Education
- Develop and present both general and country specific information sessions for prospective study abroad participants
- Individually advise students on 22 study abroad program offerings and help them select the program best fit for their area of study and interest
- Manage application process for all Canisius students; update all paperwork including applications, faculty recommendations, visa information, etc.
- Serve as a point of contact for all 22 international partners and assist with projects as needed
- Lead study abroad orientations as well as pre-departure and re-entry sessions
- Create flyers via Canva to promote programs and due dates
- Assist with international student orientation, including presenting on institutional mission and values

ACADEMIC & CAREER SUPPORT EXPERIENCE

CANISIUS COLLEGE, Buffalo, NY  September 2020- Present
Intern • Center for Career Development
- Assist in the management of the online career development platform, Handshake
- Assist in important administrative functions including scheduling appointments and tracking student visits
- Coordinate “Resume Wednesdays”, a weekly virtual resume review and workshop
- Collaborate on a presentation during International Education Week about how students can market international experiences in the job market; facilitate virtual presentations and create written content for future events
MEDAILLE COLLEGE, Buffalo, NY
Graduate Assistant • Academic Support Center
July 2019-June 2020
- Facilitated day to day office operations
- Scheduled, promoted, and executed weekly educational workshops for undergraduate students on topics such as: note taking, time management, and goal setting
- Collaborated with fellow interns to design and implement an academic coaching program, providing individualized academic skills to a caseload of students

OTHER WORK EXPERIENCE

HUGH C. WILLIAMS HIGH SCHOOL, Canton, NY
Teacher’s Aide • Special Education Department
September 2018-June 2019
- Assisted in the day to day functions of the school’s special education program
- Assisted students with various learning disabilities complete their coursework
- Proctored exams, providing special accommodations for students as necessary

MAPLEWOOD NURSING HOME, Canton, NY
Activities Aide
July 2012-August 2017
- Organized, planned and ran events and activities for residents of a nursing home, interacting closely with residents and staff

NYS SEN. PATRICIA RITCHIE’S OFFICE, Ogdensburg, NY
Intern
June 2016-August 2016
- Researched and wrote policy memos and detailed summaries of meetings and events.
- Assisted with constituent relations and other office duties.
- Completed current events research and compiled relevant articles from various news sources
Jabril Moore
222 Marguerite Ave | Syracuse, NY 13207 | (315) 412-3252 | moore107@canisius.edu

**Education**

**Canisius College**, Buffalo, NY
MS, Higher Education and Student Affairs Administration  
Expected May 2021

**University at Buffalo**, Buffalo, NY
BA, Psychology and BA, Social Sciences Interdisciplinary  
May 2019

**Higher Education Experience**

**Canisius College**, Buffalo, NY | ALANA Student Center  
August 2020 – Present

*Program Coordinator*

- Engage with students through social media platforms acknowledging local and national issues of diversity, equity, and social justice
- Market office programs and events to the college community through the use of social media, as well as electronic and paper mediums
- Plan and execute cultural events for the campus community each semester
- Serve as a resource for all students on campus; assisting with personal, social, and financial concerns
- Serve as the editor to the office newsletter

**Canisius College**, Buffalo, NY | Griff Center for Student Success  
August 2020 – Present

*Academic Mentor*

- Meet weekly or biweekly with undergraduate students to assist with academic and personal concerns
- Discuss topics such as time management, goal setting, best study practices, and organizational skills
- Connect students with appropriate campus resources
- Report behavioral concerns to a student’s assigned Academic Success Coach

**Canisius College**, Buffalo, NY | Office of Diversity and Inclusion  
October 2019 – Present

*Intern*

- Work closely with the Associate Dean and the diversity and inclusion committee to drive internal and external programs and initiatives
- Research and identify best practices for diversity and inclusion programming, make recommendations to the Associate Dean
- Assist with the implementation of student centered strategies for enhancing campus climate for students of diverse backgrounds
- Collaborate with campus offices and/or departments on programs and initiatives for students, staff, and faculty
- Assist with the development of assessment strategies i.e. surveys, evaluations, etc.

**Canisius College**, Buffalo, NY | Griff Center for Student Success  
January 2020 – May 2020

*Graduate Assistant – Tutoring and Study Centers*

- Marketed the study center to all members of the campus community as a distraction free environment where students can effectively learn
- Worked closely with student athletes in compliance with academic guidelines
- Managed operations of the Study Center as a Study Center Supervisor
Jabril Moore
222 Marguerite Ave | Syracuse, NY 13207 | (315) 412-3252 | moore107@canisius.edu

University at Buffalo, Buffalo, NY | Intercultural and Diversity Center | August 2018 – May 2019

Diversity Advocate (Internship)
- Promoted diversity, advocacy and social justice on campus and in the community
- Increased awareness and knowledge of diversity-related issues
- Created dialogue that explores the definition and perception of diversity
- Planned events where students could learn about different cultures

University at Buffalo, Buffalo, NY | Campus Living | September 2017 – May 2019

College Work Study State Employee
- Greeted students and assisted with student ID card swipe as they entered study centers
- Maintained printer work station
- Provided assistance with basic computer and printer issues
- Assisted students as needed and maintained study center policies

University at Buffalo, Buffalo, NY | Campus Living | May 2018 – August 2018

Summer Turnover Assistant
- Escorted and watched cleaning, painting, and other contractors while working in all five student apartment complexes
- Assisted with turnover organizational tasks, office hours, assisted with mail, etc.
- Removed garbage from apartments
- Inspected rooms for damage

Work Experience
Bed Bath & Beyond, DeWitt, NY | June 2016 – January 2021
Retail Sales Associate
- Engaged customers in a courteous, helpful, and respectful manner
- Promptly and politely responded to customer inquiries and requests for support
- Escorted customers to appropriate merchandise
- Explained basic features of merchandise to customers
- Organized and straightened merchandise areas on the sales floor
- Processed customer transactions through the register when required

Professional Development
- National Association of Student Personnel Administrators Conference | March 2021
- QPR Gatekeeper Training for Suicide Prevention | November 2020
- College Student Personnel Association of New York State Conference | October 2019
- Safe Zone training | August 2018
EDUCATION:

CANISIUS COLLEGE, Buffalo, NY
Master’s of Science in Higher Education and Student Affairs Administration, Anticipated May 2021
- GPA 3.68/4.0

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK, Buffalo, NY
Bachelor of Science in Business Administration May 2019
- Financial Analysis Concentration
- GPA 3.72/4.0

HIGHER EDUCATION EXPERIENCE:

Canisius College, Buffalo, NY
Graduate Assistant, Center for International Education, June 2020 – Present
- Assist international students with OPT and CPT applications
- Present during new student orientation about campus culture and assist new international students in adjusting to campus life
- Plan and implement various programming such as International Student Week, to promote an inclusive environment on campus for all international students and bring awareness of different cultures
- Manage office social media accounts to promote events and deadlines to student population
- Assist students with study abroad applications and promote the different programs available

Graduate Assistant, Academic Achievement, Griff Center for Student Success, June 2019 – June 2020
- Supported Associate Director in the creation of approximately 100 incoming freshman schedules; chose classes based on major, core requirements, and academic interest submissions
- Served as academic mentor to 20 student athletes and 15 mid-semester and probation students
- Assisted upperclassmen with class registration and core requirement fulfillment during add/drop period
- Assisted with new student orientation in welcoming new students and families on campus
- Supervised the academic study center for student athletes

Student Assistant and RA, Office of Student Life, October 2019 – May 2020
- Supervised a floor of 25 students
- Created social and educational programs to promote campus culture
- Managed conflict resolutions between residents
- Responded to campus emergencies as the RA on call
- Implemented Covid safety protocols and regulations in our building

University at Buffalo, Buffalo, NY
Building Supervisor, Alumni Arena, August 2016 – May 2019
- Supervised a staff of eight people
- Responsible for facilities management and scheduling event space
- Recorded incidents through the use of accident reports
- Processed the payments for programs in Alumni Arena
Bookkeeper, Student Association, July 2018 – May 2019
- Presented on how to utilize new event booking system to over 250 clubs
- Processed purchase orders for student clubs and Student Association events such as Fall-Fest, Homecoming Carnival, Distinguish Speaker Series
- Processed checks and reimbursements
- Communicated with multiple organizations such as SBI (Sub Board I, Inc) and E-Board on different accounts, organizations and prioritizing upcoming events

Business Office Student Assistant, August 2017 – May 2018
- Assisted the Business Office Director with implementation of new travel and expense software system for all department staff members
- Performed administrative activities; including preparation of expense reports, organization of office documentation and reconciliation of revenues
- Reconciled sports camp revenue with registration lists to verify compliance with NCAA rules
- Recorded grant-in-aid detail from student accounts to internal Business Office financial reporting system
- Assisted the Business Office Director on review of internal control procedures

Marketing and Development Office Student Assistant, August 2017 – May 2018
- Utilized social media to promote upcoming UB Athletics events
- Interacted and developed relationships with current and potential donors
- Participated in weekly operations meeting to determine game day logistics

ATHLETICS:

University at Buffalo, Buffalo, New York

Division I Student-Athlete, Men’s Basketball, August 2015 – May 2019
- Committed 20 hours per week to team practices and weightlifting
- Mid-American Conference (MAC) Champion 2016, 2018, 2019
- Recipient of 2017 Academic All-MAC

SKILLS:
- Advanced Microsoft Excel skills
- Operating Systems: Windows NT, XP
- Proficiency in ARMS NCAA compliance software
- Proficiency in HTML
- Fluent in Serbian
Akins Richards
1901 Main Street | Buffalo, NY 14208 | 716-906-2156 | akinsrichards_31@hotmail.com

EDUCATION
Canisius College, Buffalo, NY
Master of Science, Student Affairs and Higher Education Administration, Expected May 2021

SUNY Plattsburgh, Plattsburgh, NY
Bachelor of Science, Hospitality Management, May 2018

STUDENT AFFAIRS EXPERIENCE
Residence Life Intern
Canisius College, Office of Student Life
October, 2020 - Present

● Assist with closing of buildings for the Fall 2020 semester; room inspections
● Plan and facilitate virtual RA information session for residents interested in applying for the position in the next academic year
● Shadow Residence Directors in conduct meetings and on call duty
● Coordinate virtual RA selection and Individual Process for new and returning RAs

Graduate Assistant
Canisius College, Office of Student Records and Financial Services
August 2020 - Present

● Manage college student parking program; input data, track payments and distribute parking tags
● Uphold the FERPA requirements when engaging with students
● Support Assistant Director with the verification of Veteran Students enrollment and credit hours
● Provide students/parents/staff with college information & resolutions to financial aid concerns
● Utilize superior customer service skills that aligns with the college vision, mission & goals to serve student population

Admissions and Recruitment Coordinator
Binghamton University School of Pharmacy
August 2019 - May 2020

● Attended local, and regional recruitment fairs
● Arranged and led tours for potential students and families
● Monitored internal admissions database and processed periodic statistical reports
● Managed Social media platforms
● Supported the Assistant Dean of Enrollment with managing interviews of potential students
● Supervised Student Ambassadors and conducting training sessions
WORK EXPERIENCE

**Liquor Brand Ambassador Duty Free JFK**  November 2018 - May 2019

- Worked closely with sales and marketing staff to conceptualize marketing campaigns and strategies, reporting monthly on progress and new ideas
- Educated customers, retailers, and distributors about our products
- Tracked customer preferences, metrics, and media campaigns
- Ensured brand tastings are done in accordance to customs and immigration laws and regulations
- Verified traveling customers are checked in on international flights
- Supervise brand testing and train associates on proper testing procedures

**Server (Fine Dining)**

**State University of New York at Plattsburgh**  September 2017 - June 2018

- Supervised and coordinated dining room activities, successfully completing 100+ events
- Analyzed event floor plan and delegated responsibilities
- Ensured proper sanitation regulations were followed through monitoring and observation
- Completed weekly inventory analysis and collected cash payments from guests

**Office Assistant**

**State University of New York at Plattsburgh**  September 2017 - May 2018

- Welcomed incoming students and special guest upon arrival
- Created and maintain database of scholarship recipients and interns
- Documented telephonic messages and completing work related tasks
Sarah Sterzinger
135 Hartwell Rd
Buffalo, NY 14216
sterzins@my.canisius.edu
(412) 996-0833

EDUCATION:
Canisius College, Buffalo, New York
Master of Science in Higher Education and Student Affairs Administration Expected May 2021
Bachelor of Arts in English and Creative Writing May 2018
- Minor in Theatre Arts

HIGHER EDUCATION EXPERIENCE:
Graduate Intern, Medaille College August 2020-Current
Office on Violence Against Women’s Department of Justice Grant for Sexual Assault, Domestic Violence, Dating Violence, and Stalking
- Create social media content to educate students about counseling services, Title IX reporting, and definition of consent
- Serve as a member of Prevention Committee
- Collaborate with third party vendors to research new programming ideas for campus
- Created brochures and pamphlets to help faculty and students with the Title IX reporting process and bystander trainings

Graduate Assistant, Canisius College August 2019- Current
Office of Alumni Engagement
- Create and edit content for all social media platforms and website
- Organize, schedule, and set up for events
- Issue mailers, such as invitations to events, and mass emails with Benchmark Email software to inform alumni about upcoming events and programs from the office
- Work with Banner (data entry) to track and search alumni engagement
- Create surveys with Qualtrics
- Overseer student work studies in their duties

WORK EXPERIENCE:
Customer Service Agent October 2018- January 2019
GEICO, Buffalo, NY
- Assisted Policyholders with their Auto insurance
- Sold Homeowner bundling deals
- Closed customer accounts who no longer wanted to represented by GEICO
- Helped add cars, make payments, and adjust coverages for clientele

EXTRACURRICULAR ACTIVITIES:
Social Chair, Canisius College, Buffalo, NY January 2020-December 2020
Higher Education Graduate Association Board
- Responsible for planning social programs for the HESAA program students
- Create and edit content for the organization’s social media platforms
Executive Board, Little Theatre, Canisius College, Buffalo, NY August 2015-May 2018

President (August 2017-May 2018)
- Acted as Liaison between Canisius administration and the club
- Made decisions on theatre season and organized four plays a year by assigning roles to students

Vice President (August 2016-May 2017)
- Served as liaison between club alumni and current club members

Counselor-at-large (August 2015-May 2016)
- Served as liaison between club members and executive board
- Organized the semi annual talent show including hall preparation and performance organization

PROFESSIONAL AFFILIATIONS:
NASPA- National Association of Student Personnel Administrators 2021-current

NODA–Association for Orientation, Transition, and Retention in Higher Education 2019-current

College Student Personnel Association of New York State 2019-current

HONORS AND SPECIAL SKILLS:
Question, Persuade, Refer (QPR) Gatekeeper certified November 2020

Total Trib Media Outstanding Young Citizen Award April 2014
- Awarded to students who show exemplary character, academic achievements, and leadership
Michael Stilson
716-390-2995 • 198 Nassau Ave • Kenmore, NY 14217 • michaeljstilson@gmail.com

EDUCATION

CANISIUS COLLEGE / Buffalo, NY
Master of Science in Higher Education and Student Affairs Administration
Expected May 2021
• GPA: 3.71/4.00

NIAGARA UNIVERSITY / Lewiston, NY
Bachelor of Arts in Childhood and Special Education - Minor in Literacy
May 2016
• GPA: 3.38/4.00 - Dean’s List for six semesters

STUDENT AFFAIRS EXPERIENCE

CANISIUS COLLEGE / Buffalo, NY
Graduate Assistant – Student Health
August 2020-Present
• Create, implement, train, and manage a team of Contact Tracers in response to the COVID-19 pandemic
• Designing and executing tracking filing systems and forms for daily positive residents, commuters, faculty, and quarantined individuals, as well as testing information for county and State use
• Coordinate with WellNow Urgent Care to provide weekly on-campus COVID-19 tests for students, faculty, and staff
• Produce and craft educational materials to better inform students and their families about COVID-19 related terminology, safety precautions, and best health care practices

TROCAIRE COLLEGE / Buffalo, NY
Graduate Assistant – Office of Student Life
August 2020-Present
• Developing and organizing modules for the Leadership Certification program
• Collaborating with local leaders in the creation of the Cultural Competency Certificate workshops
• Producing and managing social media posts celebrating cultural heritage populations (Latinx, Native American, etc)
• Interacting with students for on-site and virtual programming opportunities

VIRGINIA TECH / Blacksburg, VA (Remote due to pandemic)
Summer ACUHO-I Intern – Student Life
May 2020- August 2020
• Modified and developed responsible programming in response to the pandemic (e.g. ed talks, movie nights)
• Communicated with students about housing registration processes for the upcoming year
• Researched merchandise and coordinated deals with various vendors for student PPE equipment and living learning community apparel

CANISIUS COLLEGE / Buffalo, NY
Resident Assistant – Office of Student Life
January 2020 - March 2020
• Maintained all bulletin boards and fliers with accurate and useful information
• Planned and implemented social, educational and recreational programs
• Performed building and room-rounds to enforce resident life policies, build relationships, and ensure safety of students.

CANISIUS COLLEGE / Buffalo, NY
Graduate Assistant – Student Life
October 2019-March 2020
• Assisted in the development of the housing selection process
• Designed fliers and other marketing materials
• Inspected student rooms, hallways, common rooms, and laundry facilities
• Researched the impact of providing singles to first year students at Jesuit Colleges and Universities
• Communicated with residents about their current and future room assignments
Michael Stilson
716-390-2995 • 198 Nassau Ave • Kenmore, NY 14217 • michaeljstilson@gmail.com

MEDAILLE COLLEGE / Buffalo, NY
Graduate Assistant – Career Planning August 2019-March 2020
- Advised students on how to improve their resumes and cover letters
- Presented workshops to students regarding job application skills
- Created interactive and engaging activities for students (e.g. pop-up tables, interview prep, business)
- Shadowed and assisted Director and Assistant Director in personality and career inventory debriefs (Myers Briggs, Type Focus)

MEDAILLE COLLEGE / Buffalo, NY
Graduate Assistant – Medaille Global and Community-Based Learning August 2019-March 2020
- Coached international students to better acclimate within the Buffalo community
- Cultivated partnerships with local service-based organizations to inquire about student placements
- Facilitated student engagement activities such as the Talk and Tea series for international students
- Assisted in the planning and implementation of International Student Orientation

THE GOW SCHOOL / South Wales, NY
Instructional Assistant August 2018-May 2019
- Served as a Dorm Parent for middle school students in boarding school setting
- Served as Assistant Coach for drama and intramurals
- Tutored 27 students to improve their executive functioning skills
- Drove students for scheduled airport runs and medical emergencies

NIAGARA UNIVERSITY UNDERGRADUATE ADMISSIONS / Lewiston, NY
Student Tele-Counseling Admissions Representative August 2013-May 2014
- Contacted prospective students from call center and exceeded call quotas on a regular basis
- Handled inquiries regarding the college and enrollment procedures
- Assisted in preparation and execution of admissions events

ADDITIONAL PROFESSIONAL EXPERIENCE
THE GOW SCHOOL SUMMER PROGRAM / South Wales, NY
Evening Event Coordinator June 2013-August 2019
- Mentored students with learning disabilities, mainly dyslexia
- Counseled students from ages 9-16 regarding roommate conflicts
- Managed daily activities, programs, and off campus trips
- Promoted to Group Leader, later moved up to Leadership Team

THE SCHOOL DISTRICT OF PHILADELPHIA / Philadelphia, PA
1-6 Learning Support Teacher – Teach For America Member September 2016-June 2017
- Taught six literacy and math pull out groups of 22 students
- Case managed Individualized Education Programs for 15 students
- Evaluated progress with parents, teachers, counselors, and administrators
- Planned, organized, and assigned activities specific to each student’s abilities

PROFESSIONAL SKILLS AND ACTIVITY
- **Vice President**, Higher Ed and Student Affairs Graduate Association, Canisius College (Class of 2021)
- **Member**, National Association of Student Personal Administrators (NASPA) (2021)
- Niagara University Orientation Assistant (2013-2016)
- Knowledgeable in Canva, Wufoo, Smore, Adirondack, and MailChimp
- Proficient in Smart Board, Google Microsoft Word, Excel, Teams, and PowerPoint
- Student Blogger for Niagara University Undergraduate Admissions (2012-2016)
CLIFF-SIMON VITAL
1901 Main Street #35, Buffalo, New York, 14208 ● 929.232.4772 ● cliffsvital97@gmail.com ● www.linkedin.com/in/clifsvital/

EDUCATION

Canisius College, Buffalo NY
M.S. Higher Education and Student Affairs Administration (HESAA)
Thesis: The Influence of Foreign-Born Immigrant Parental Figures and the Impact on the Undergraduate Experience

SUNY Oswego, State University of New York (SUNY) College at Oswego, Oswego, NY
B.S. Biological Sciences, Minor in Health Science

RESIDENCE LIFE AND HOUSING EXPERIENCE

Office of Student Life, Canisius College, Buffalo, NY

Hall Director
August 2019 – Current
• Maintain 25 weekly office hours for a resident population of approximately 250 students
• Supervise and evaluate 10 Resident Assistants (RAs) via biweekly one on one meetings and weekly staff meetings
• Oversee a $2,500 RA programming budget and the planning of 35 RA programs per semester
• Participate in an on-call rotation and respond to student crises and campus emergencies as needed
• Coordinate and facilitate single adjudication student conduct hearings and determine appropriate sanctions
• Attend weekly departmental meetings with Student Life Directors and Public Safety
• Assist in the coordination and execution of new student move-in for the first-year residential community
• Plan all functions and aspects of RA Selection, including creating marketing graphics, group process activities, conducting interviews, and evaluating candidates
• Support the Associate Director for Housing Operations in planning all aspect of the housing selection process
• Conduct weekly building tours to ensure building upkeep and outstanding maintenance orders
• Update the residence life webpage and department Google team drives, as needed

Resident Assistant Staff Education and Preparations Coordinator
March 2020 – August 2020
• Supervised the Resident Assistant Training and Planning Committee
• Developed and managed the logistics of a 12-day virtual and seven-day hybrid training
• Served as the primary resource for new and returning staff members as they participated in the training
• Created daily tasks and coursework requirements focused on on-campus resources and other pertinent information
• Amended and updated the Resident Assistant Manual with the support of the Hall Directors and RAs
• Collaborated with campus partners to present and educate RAs and Graduate students on resources and initiatives
• Supported the opening of the college through the COVID-19 pandemic by posting signage and getting materials ready for quarantine and isolation rooms

Summer Hall Director
May 2019 – August 2019
• Oversaw a diverse population of over 250 upperclassmen students and campus visitors
• Functioned as 24/7 emergency contact for on-call summer resident assistants and conference assistants
• Managed crises and facility issues in conjunction with Public Safety, Counseling Center and Student Health
• Arranged the College’s accommodation of 13 Congolese asylum seekers in partnership with the local Vive Shelter
• Managed all on-campus housing occupancy using Google Suite and completed room/apartment inspections
• Strategized, planned, and executed two Fall Preview Days with over 600 incoming students in attendance
• Developed campus-wide summer meal schedule and menu for 11 different departments

Residence Life and Housing, SUNY Oswego, Oswego, NY

Resident Assistant (RA)
August 2016 – January 2019
• Served on-call bi-weekly for a building of 400 students, responding to facilities issues and students in crisis
• Managed front desk operations consisting of answering phone calls, renting equipment, and organizing mail
• Worked two consecutive terms as a summer RA, supporting conferences and programs such as GENIUS Olympiad, Educational Opportunity Program (EOP), and Boys/Girls Hockey Camp
• Provided programming events, such as Let’s Taco Bout Success for the residents to engage, learn and grow

Summer Resident Assistant (RA)
Summer 2017 & Summer 2018
• Worked two consecutive terms as a summer RA, supporting conferences and programs such as GENIUS Olympiad, Educational Opportunity Program (EOP), and Boys/Girls Hockey Camp
• Checked residents in and out of room assignments using room condition reports (RCR) throughout the course of multiple days and nights to ensure smooth functioning of the residence hall

WOO ● ACHIEVER ● FUTURISTIC ● CONSISTENCY ● RESTORATIVE
NEW STUDENT PROGRAMS EXPERIENCE

**Academic Success Center, SUNY Brockport, Brockport, NY**

*NODA Intern for Golden Eagle Orientation* May 2020 – July 2020

- Collaborated with Assistant Director to advise, supervise, and evaluate 23 Orientation Leaders (OLs)
- Created a three-week Virtual OL Training; Assessed tasks assigned to student employees
- Presented “How to Respond to Bias in a Virtual Environment” and “How to Market the OL Position on a Resume”
- Facilitated virtual activities for OLs to promote a sense of community and camaraderie
- Developed and distributed the Orientation Student and Family Survey using Baseline/Campus Labs
- Scheduled and facilitated virtual information sessions on MS Teams to connect students with campus partners
- Participated in First Gen panel to provide incoming students a unique perspective on the college experience
- Supported Academic Success Center initiatives, including preparing Community Reading program materials and participating in campus job search interviews for the Transition and Success Coordinator position

**Canisius’ Opportunity Program for Education (COPE), Canisius College, Buffalo, NY**

*Master Student Instructor* May 2019 – July 2019

- Instructed 21 pre-college first-year HEOP students’ academic, social, and personal preparatory skills to lay the foundation for success at Canisius through a “Master Student” course
- Attended departmental staff meetings to update other faculty and professional staff about student performance
- Graded and tracked student academic standing based on assigned work
- Revised existing syllabus and created new content to focus on time management skills & successful study habits

**Funnelle Hall, SUNY Oswego, Oswego, NY**

*Funnelle Freshman Leadership Experience Intern* August 2018 – May 2019

- Led presentations about civic engagement and giving back to the community for 12+ first-year students
- Met weekly with upper-level management to prepare for first-year meetings to ensure organization and readiness

**New Student Orientation, SUNY Oswego, Oswego, NY**

*Laker Leader* March 2018 – September 2018

- Welcomed new students, parents, and guests to campus; Provided excellent customer service experience
- Participated in the management and operation of the official orientation social media channels

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

*Academic Mentor* August 2020 – Current

- Meet weekly with first-year undergraduate students, supporting their college transition and success
- Review and discuss academic progress with four students and provide them with resources to be successful

**Office of Admissions, SUNY Oswego, Oswego, NY**

*Admissions Promise Program Intern* December 2018 – May 2019

- Reviewed transfer student applications and determined eligibility and made admissions recommendations
- Completed projects with Admissions Counselors and Associate Director using Banner 8, Banner 9, and Slate
- Conducted in-depth campus tours for groups of up to 40 people, including prospective students and guests

**SUPPLEMENTAL EXPERIENCE & PROFESSIONAL AFFILIATIONS**

**Language Skills** French and Haitian Creole (Native Language), English (Fluent)

**Training and Certifications** QPR Suicide Prevention Training Certified (November 2021)
- SUNY Conduct Institute Title IX: 8 hours (November 2020)
- Step Up! Advanced Bystander Intervention (April 2020)
- Advanced Safe Zone (April 2020)

**Committee Involvement**

- First Generation Week (October 2020)
- Bias Resource and Response Team (June 2020)

**Awards and Recognition**

- CSPA-NYS Ester Lloyd Jones Case Study Competition First Place (2019)
- Program Building of the Year (2019)

**Organization Advisement**

- Alpha Phi Omega (February 2020)
- Sigma Phi Epsilon New York Lambda (October 2019 – Current)
- Residence Hall Association (August 2019)

**Professional Associations**

- ACPA, NASPA, ACUHO-I, NODA, CSPA-NYS, JASPA

WOO ● ACHIEVER ● FUTURISTIC ● CONSISTENCY ● RESTORATIVE
Stephanie Wolcott
stephanienwolcott@gmail.com | 631-626-3441

EDUCATION

CANISIUS COLLEGE
BUFFALO, NY
• Masters of Science in Higher Education and Student Affairs Administration
• Thesis: Proactive Advising in Jesuit Higher Education: The Impact of Academic Mentorship
Expected Graduation - Spring 2021

UNIVERSITY AT BUFFALO - STATE UNIVERSITY OF NEW YORK
BUFFALO, NY
• Bachelor of the Arts in Political Science with a concentration in Public Policy
• Bachelor of Arts in History
Graduated - Fall 2018

ACADEMIC SUPPORT EXPERIENCE

UNIVERSITY AT BUFFALO - ATHLETICS ACADEMIC ADVISING
BUFFALO, NY
Academic Performance Specialist and Learning Center Monitor
August 2019 - Present
• Supervise interactive study halls for five to ten student-athletes
• Mentor students during transitional periods such as first-semester freshman and transfer years
• Monitor the Learning Labs for Student-Athletes to assist students who need tutoring and academic support
• Coordinate and facilitate individual meetings with a caseload of six students up to four times a week
• Implement learning strategies such as time management skills, note-taking methods, etc.
• Tutor students if necessary in courses in a majority of the humanities disciplines
• Maintain a line of communication between the students and their student support services
• Document each meeting with the expected learning outcomes, work completed, and overall assessment of student wellbeing
• Facilitate student meetings via Zoom in light of the COVID-19 pandemic

UNIVERSITY AT BUFFALO - ATHLETICS ACADEMIC ADVISING
BUFFALO, NY
Athletics Academic Affairs Summer Intern
May 2020 - August 2020
• Assisted in the development and implementation of the Student-Athlete Summer Bridge Program
• Presented learning strategies such as note-taking, goal setting, time management, etc. to incoming freshmen
• Researched ways to improve training resources for the Academic Performance Specialist Program pertaining to students with learning disabilities, different learning styles, and student development of student-athletes
• Participated in webinars to improve understanding of learning strategies and changes undergoing in the NCAA
• Participated in webinars for how to improve engagement in online programming
• Learned the process for tracking student-athlete degree progression
• Gained a broader understanding of NCAA Compliance
• Oversaw a group of students in completing their summer project on the importance of voting

HIGHER EDUCATION EXPERIENCE

CANISIUS COLLEGE - OFFICE OF ADMISSIONS
BUFFALO, NY
Graduate Assistant
August 2019 - Present
• Represent the college at college fairs and recruitment programs in Western New York as needed
• Present to prospective students and their families at information sessions two to five times each semester
• Assist in the planning and implementation of Admissions events throughout spring and fall semesters
• Review applications for students in regions in New York State and on the East Coast
• Provide general office support for the Office Manager and eight Admissions Counselors
• Update major information sheets in conjunction with the institution’s marketing department
• Answer questions from prospective students and families via phone and in-person
• Reach out to prospective students about missing application materials
• Provide quantitative analysis of Transfer Student Email campaigns when requested
• Created travel schedules for the Vice President of Enrollment for the fall 2019 semester
• Attend and facilitate virtual College Fairs in light of the COVID-19 pandemic

UNIVERSITY AT BUFFALO - CAMPUS LIVING
BUFFALO, NY
Community Assistant- Graduate Student Housing
April 2018 - August 2018
• Oversaw forty-five residents and assisted graduate student residents in the complex with general inquiries
• Responded to emergencies in an on-call capacity
• Mediated conflicts among roommates and within the community
• Provided customer service for community residents who needed their packages, help placing work orders, etc.
• Planned community-building events to engage traditional and non-traditional aged students and their families
**UNIVERSITY AT BUFFALO - TRUE BLUE EXECUTIVE BOARD**

*President*
May 2017 - June 2018

- Created marketing platforms for athletics events ranging from thirty to several thousand attendees
- Supported the Athletics Marketing Team in implementing marketing plans to advertise and program for athletic events
- Developed student programs across campus
- Oversaw an annual budget of $5,000
- Led a team of fifteen Student Directors
- Supported Student-Athletes by organizing events that coincided with their games
- Managed the day-to-day operations of the largest student-led club on campus

**LEADERSHIP EXPERIENCE**

**UNIVERSITY AT BUFFALO - STUDENT ASSOCIATION**

*Senator- Legislative Branch*
September 2017 - May 2018

- Attended bi-weekly meetings with eleven other Senators to hear presentations from student organizations
- Allocated money to clubs presenting to receive grants
- Reviewed presentations for clubs seeking recognition
- Investigated and derecognized organizations when necessary that did not comply with policies

**UNIVERSITY AT BUFFALO - TRUE BLUE BOARD OF DIRECTORS**

*Secretary/ Director*
May 2015 - May 2017

- Supported the club President and Athletics Marketing Team on a daily basis
- Collaborated with other student organizations
- Took meeting minutes and submitted tracking sheets to counsel coordinator
- Tracked club inventory

**WORK HISTORY**

**THE BUFFALO MUSEUM OF SCIENCE**

*Science buff/ Facilitator of Guest Experience*
February 2019 - August 2019

- Created scientific demonstrations and facilitated them to museum guests
- Maintained cleanliness and structure of museum exhibits
- Collaborated with Education Department to implement events and programming

**UNIVERSITY AT BUFFALO - OFFICE OF UNDERGRADUATE ADMISSIONS**

*Student Assistant/ Tour Guide*
June 2015 - January 2019

- Answered inquires made to the Office of Undergraduate Admissions
- Collected and logged confidential documents
- Managed and assisted 60 campus Tour Guides
- Assisted students with Admissions and Financial Aid related issues
- Gave tours of the North and South Campuses of the University

**PROFESSIONAL HIGHLIGHTS AND ORGANIZATIONS**

**NASPA - NATIONAL ASSOCIATION FOR STUDENT PERSONNEL ADMINISTRATORS**

*Member*
February 2020

- Attended the 2021 NASPA virtual conference
- Participated in webinars

**CANISIUS COLLEGE - QPR GATEKEEPER CERTIFIED**

*Participant*
November 2020

- Participated in QPR (Question, Persuade, Respond): Suicide Prevention training presented by the Canisius College Counseling Center.

**CANISIUS COLLEGE - THE RACE PROJECT**

*Facilitator*
November 2020

- Participated in two facilitator training meetings
- Facilitated student discussion in Zoom breakout rooms about social justice initiatives

**CSPA-NYS - CONFERENCE PLANNING COMMITTEE**

*Member/ Student Pre-conference Planning Team*
January 2019 - May 2020

- Participated in monthly planning meetings for the 2020 Conference
- Brainstormed programming ideas for the conference and pre-conference
- The annual CSPA-NYS Conference was canceled due to the COVID-19 pandemic, therefore, ending this planning committees earlier than anticipated
Angelina Yearwood  
(518) 929-3144  
angelina.lorraine@gmail.com  
www.linkedin.com/in/angelina-yearwood

Education

Master of Science in Higher Education and Student Affairs Administration  
*Canisius College*  
Buffalo, NY  
Expected May 2021

Bachelor of Science in Elementary Education  
*The University of Tampa*  
Tampa, FL  
May 2019

Residence Life Experience

**Graduate Residence Director**  
*Niagara University Residence Life Office*  
Niagara University, NY  
August 2019 - Present

- Support 14 Niagara University students in their role as a student and a community advisor
- Supervise a residence hall of 429 freshmen and sophomore students
- Facilitate solutions for roommate conflicts
- Direct various closing and opening procedure of the residence hall
- Utilized *The Housing Director* residence life software to check-in students and update rosters

**Summer Residential Engagement Volunteer**  
*University of Pittsburgh Residence Life Office*  
Pittsburgh, NY  
May 2020 - August 2020

- Assisted with and created content for a virtual residence hall model
- Developed virtual RA expectations and trainings
- Assisting with establishing a virtual community that fits into the on-campus community
- Developed a relationship with the company School Day Wellbeing

**Residence Hall Association Advisor**  
*Niagara University Residence Life Office*  
Niagara University, NY  
September 2019 - March 2020

- Attend and facilitate Residence Hall Association meetings
- Advise the Residence Hall Association president in planning events
- Communicate with other student organization advisors for collaborative events

**Lead Resident Assistant**  
*The University of Tampa Residence Life Office*  
Tampa, FL  
April 2018 - May 2019

- Supported actions and events organized by the Residence Hall Association and Hall Council
- Performed weekly administrative duties and coverage
- Developed and oversaw a peer mentoring program for first semester Resident Assistants

**Resident Assistant Advisory Board**  
*The University of Tampa Residence Life Office*  
Tampa, FL  
January 2018 - May 2019

- Planned the end of semester “RA Bash” for 80 Resident Assistants
- Interviewed 6 Area Coordinator and Area Director candidates
- Provided monthly feedback on the Resident Assistant and Lead Resident Assistant role to professional staff

**Residential Curriculum Development Committee**  
*The University of Tampa Residence Life Office*  
Tampa, FL  
January 2018 - May 2019

- Surveyed 14 Resident Assistants for feedback of the residential curriculum
- Developed 20 new questions for monthly intentional conversations with residents
- Assisted eight professional staff member in presenting the revised curriculum during in-hall sessions
- Supported Resident Assistants during the transition process of the residential curriculum

**Resident Assistant**  
*The University of Tampa Residence Life Office*  
Tampa, FL  
April 2017 - April 2018

- Created and facilitated educational and community development programs for 92 residents
- Mediated conflicts among roommates in double and triple-style rooms
- Investigated violations of the university’s housing policy, living policy, and code of conduct
- Utilized the *Symplicity* housing software during opening and closing of the residence hall
Higher Education and Student Affairs Experience

**Recruiter, Western New York Teacher Residency Program**  
*Canisius College School of Education and Human Services*  
September 2019 - Present  
*Buffalo, NY*

- Recruit candidates to the residency program by emailing and mailing out promotional material
- Conduct marketing and outreach to support recruiting efforts
- Present at events to establish a local presence for the program
- Establish relationships with local businesses and elementary schools to promote the program to prospective applicants

**Intern, Student Success & Career Services Offices**  
*Genesee Community College Student Success Center*  
August 2020 - December 2020  
*Batavia, NY*

- Observed student success meetings at least four times a week
- Updated content on the Career Services online platform, Purple Briefcase
- Facilitated non-academic workshops with internship supervisor
- Reviewed over 250 student and alumni resumes

**Intern, Education Opportunity Program Intern**  
*Genesee Community College EOP Office*  
May 2020 - August 2020  
*Batavia, NY*

- Observed weekly advisor meetings
- Created content for EOP 101 Blackboard course and Summer Academy
- Developed non-academic workshops for time management, organization, and mental health

**Intern, Education Opportunity Program**  
*Niagara County Community College EOP Office*  
February 2020 - Present  
*Sanborn, NY*

- Establish NCCC EOP’s first Google Classroom for virtual support and workshops
- Revise the 2020 Summer Academy curriculum
- Meet with collaborating office to create additional student support systems and programs
- Present bi-weekly workshops for academic success and mental health topics

**Intern, Dean of Students Office**  
*Niagara University Student Affairs Office*  
September 2019 - March 2020  
*Buffalo, NY*

- Reviewed and provided feedback on institutional policy drafts written by the Dean of Students
- Oversaw and adjudicated student conduct cases to uphold the Student Code of Conduct
- Assisted professional staff in planning and promoting Greek Life recruitment on campus
- Coordinated and created a student affairs professional newsletter

**Office Assistant, Residence Life Office**  
*The University of Tampa Residence Life Office*  
February 2017 - May 2018  
*Tampa, FL*

- Performed administrative work for the Area Coordinators and the Director of Housing
- Assisted students with campus living questions and concerns
- Informed parents and guardians of campus living procedures for incoming first-year students
- Utilized the Symplicity housing software to assist students during housing selection

Conferences Attended

- **The College Student Personnel Association of New York State (CSPA-NYS)**  
  October 2019

- **National Association of Student Personnel Administrators (NASPA) Florida Drive-In**  
  November 2018

- **Florida Resident Assistant Summit**  
  February 2018

Affiliations

- **Sigma Kappa Sorority**  
  February 2017 - Present

- **National Association of Student Personnel Administrators (NASPA)**  
  November 2018 - Present

Awards

- **Esther Lloyd-Jones Case Study Competition Winner**  
  October 2019

- **Resident Assistant of the Year**  
  April 2019
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