

## Student Life/Affairs Management Professional

Mission-driven visionary professional with hands-on experience creating high-performing student staff, providing best learning environment for students, and ensuring operational and organizational excellence.

Strong organizational and time-management skills to coordinate multiple projects and meet deadlines. Aptitude to effectively communicate with students, parents, faculty, and staff to build positive relationships and foster a supportive campus environment. Skilled in ensuring cost-effectiveness while performing periodic fiscal analysis of revenue and expenditures. Expertise in developing and maintaining system of student services, including counseling, orientation, mental health initiatives and student activities. Adept at developing and implementing policies and procedures to promote student success and well-being.

## Areas of Expertise

- Student Leadership Development
- Listening
- Community & Student Engagement
- Time Management
- Program Development & Execution
- Conflict Resolution & Mediation
- Process Improvement
- Regulatory Compliance
- Event Management

## Career Experience

**Concordia University, Wisconsin**  
Director of Residence Life

2014 – Present

Support high visibility and availability, including attending community events, regularly touring campus community, and interacting with residents. Collaborate with faculty and staff stakeholders to execute programmatic opportunities. Maintain safe, secure, healthy, and positive living environment to enhance student development and learning. Provide personal assistance to individual students and groups including conflict resolution and mediation; facilitate student/campus communications. Formulate hiring materials and evaluation tools for paraprofessional staff.

- Mentored a team of young professionals to create high-performing student staff.
- Attained 3:1 ratio for student applicants by implementing effective strategies.
- Empowered emerging professionals to explore vocation while serving students.
- Operationalized new revenue stream by establishing a housing program with local technical college.
- Managed department's \$1M budget and establish collaborative efforts with individuals and departments across campus.
- Exceeded CAS standards and achieved above national score for all categories including Personal Interactions and Sense of Community.
- Directed all housing operations, including openings, closings, inventory of furnishings and equipment inspections, distribution of keys, room selection, and housing assignments.
- Obtained results from CCCU national survey (Fall 2022) revealing that students reported higher than CCCU norms in their satisfaction with their living situation. (Council for Christian Colleges and Universities: College Student Thriving Quotient).

**Positivity**  
Life Coach

2023-present

Certified in the "Yes I Can" Model, to provide resources and tools for clients to address issues and see problems differently. Expert listener, encourager. Maintain documentation in alignment with HIPAA.

**Concordia Women's Leadership Institute**  
Mentor, EmpowHER

2023-present

Meet regularly with mentees to offer support, guidance and feedback.

## **Additional Experience**

Administrative Assistant, Concordia University Wisconsin, 2013 -2104  
Manager & Buyer, Natural Living, Antigo, WI, 2009 – 2013  
Event Coordinator, Peace Lutheran Church, Antigo, WI, 2007– 2013  
Chair, North Wisconsin District Pastors' Wives Retreat, 2005 – 2008  
Coordinator, Mothers of Preschoolers, Antigo, WI, 2004 – 2009

## **Education**

**Master of Science in Student Personnel Administration In Higher Education**  
Concordia University, Wisconsin

**Bachelor of Science in Speech Communication & Public Relations**  
Concordia University, Wisconsin

## **Certifications**

QPR, QPR Institute, 2023  
Certified Organizational Trainer, Inspiring Comfort, 2023  
Certified Life Coach, Affordable Tele Mental Health, LLC, 2023  
Inspiring Comfort Training, 2022  
WLI Growing Together Mentor Training, 2021  
Certified Heart Math Coach/Mentor, 2020  
QPR, Life of HOPE, 2016  
Pastoral Leadership Institute, 2008 – 2012  
Natural Wellness, Vintage Remedies, 2012

## **Awards**

Ackmann Award recipient, 2020  
Ackmann Award nominee, 2019

## **Affiliations**

Women's Leadership Institute, EmpowHER Mentor, 2023-present  
JED Campus, Concordia University Co-Chair, 2023 – Present  
Washington, Ozaukee County Public Health Coalition, 2022 – Present  
JED Campus, Policy Committee Chair 2021 – 2023  
Good Samaritan Team (Behavioral Intervention Team), 2014 – Present  
Division of Student Affairs Strategic Planning Committee Chair, 2018 – 2019  
First-Year Student Experience, 2018 – 2019  
St. Paul Lutheran School Accreditation Committee, 2018  
Drug-Free Schools Task Force, 2017