

# EMMA JOHNSON

## Academic Manager

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### PROFESSIONAL SUMMARY

Innovative Academic Manager with 7 years of experience in enhancing curriculum design and implementing impactful educational strategies. Expert in leading diverse teams, optimizing program delivery, and fostering student success. Passionate about leveraging data-driven insights to improve academic performance and operational efficiency across educational institutions.

### WORK EXPERIENCE

#### Academic Manager

Quantum Solutions LLC

📅 Jan / 2020-Ongoing

📍 Phoenix, AZ

1. Reviewed, restructured, and innovated processes to align training methodologies with international standards.
2. Supervised and supported a team of educators and customer service professionals to enhance service delivery.
3. Customized curriculum to meet the specific needs of diverse individual and corporate clients.
4. Designed comprehensive study cycles utilizing approved curriculum for various language programs.
5. Conducted ongoing recruitment and professional development for academic staff.
6. Promoted the Academy's services through active participation in marketing initiatives.
7. Identified training needs and ensured staff development through targeted workshops and assessments.

#### Academic Manager

Crescent Moon Design

📅 Jan / 2018-Jan / 2020

📍 Portland, OR

1. Managed a team of 32 part-time instructors, overseeing recruitment, training, and performance evaluations.
2. Implemented effective classroom management strategies to enhance learning outcomes.
3. Secured offsite classroom locations through negotiations with universities and local venues.
4. Oversaw international student admissions and visa processes as Designated School Officer (DSO).
5. Provided leadership in customer service, mentoring a team of 30 in virtual environments.

### EDUCATION

#### Master of Education in Educational Leadership

University of California

📅 Jan / 2016-Jan / 2018

📍 Portland, OR

Focused on innovative leadership strategies in educational settings.

### SKILLS

Project Management And Coordination



Time Management And Prioritization



Grant Writing



Accreditation Processes



### ACHIEVEMENTS

- ★ Increased student retention rates by 20% through the implementation of tailored support programs.
- ★ Successfully led a team to redesign the curriculum, resulting in a 30% improvement in student performance metrics.
- ★ Developed and executed a comprehensive training program for faculty, enhancing teaching effectiveness and student satisfaction.