

ROBERT SMITH

Student Advocate

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SUMMARY

A highly capable, confident and a particularly organized individual who likes to take charge professionally. This factor has only been encouraged in me by my eight years of military career. Possess within me strong problem solving and decision making skills with the ability to develop and implement effective action plans.

CORE COMPETENCIES

MS Office, Customer Service, Detail-Oriented.

PROFESSIONAL EXPERIENCE

Student Advocate

ABC Corporation - January 2014 – June 2016

Key Deliverables:

- Had to display a good work ethic, punctuality, patience, and understanding.
- Assisted with recruiting active drivers to become trainers.
- Worked with youth in custody to transition back into the public school system.
- Provided support to students families as students moved back into school.
- Counseled students as needed Advocated and helped teachers with ideas in helping students reach a level of success in the school.
- Ensured incoming calls are answered and routed appropriately when necessary Works collaboratively with all student-facing services to advise students.
- Expediently managed and maintained request queues in e-mail boxes or in a database.

Student Advocate

Delta Corporation - 2010 – 2014

Key Deliverables:

- Giving independent advice, one-to-one appointments for students of the University, enabling them to talk in confidence about the issues they are facing.
- Also offering advice and support in - Making an appeal to the University - Making a complaint to the University - Responding to an allegation of.
- Advises and supports building level teams (e.g.
- Students transitioning back to school after completion of the program, etc) for the purpose of ensuring successful educational and social outcomes.
- Provided legal assistance to local entrepreneurs and start-up businesses including transactional guidance.
- Executed engagement letters and prepared Articles of Incorporation and by-laws.
- Actively participates in student satisfaction initiatives to improve the student experience.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- High School Diploma