

Robert Smith

Student Advocate

PERSONAL STATEMENT

Hardworking, organized, Student Advocate professional with a proven background delivering sensible student advocating solutions on time and under budget while working as a team member or team leader.

WORK EXPERIENCE

Student Advocate

ABC Corporation - July 2014 - 2015

Responsibilities:

- Served as an advocate for fairness and act as a source of information, referral, and complaint resolution for staff and students.
- Developed and document a client/case-based process and create metrics for tracking and monitoring questions and provided concerns from students, staff, and other stakeholders.
- Helped to identify trends, both positive and negative, to improve service to students and potentially key performance indicators for staff in the delivery of customer service to students.
- Served as a training officer for college-wide initiatives, with priority to quarterly financial aid training and assessments for all Student Services staff to improve the consistency of information being given to students.
- Maintained a high level of financial aid knowledge and assist students and parents who have complex questions regarding the FAFSA and determine the appropriate plan of action.
- Managed Satisfactory Academic Progress in cooperation with the financial aid office and administrative computing.
- Configured, developed, and maintained the data tracking and communication plan within the student information system, as the Module Manager, in order to increase the effectiveness of the institutions recruitment and retention plan.

Student Advocate

Delta Corporation - 2012 - 2014

Responsibilities:

- Successfully led on-campus law school student outreach program promoting Wolters Kluwer products.
- Monitored the grades and behaviors of a caseload of twenty-five students.
- Tracked behavioral and assessment data to make it easily accessible to the classroom teacher.
- Implemented positive behavior incentive systems.
- Met with students individually and in a group to provide them with strategies to rectify behavioral problems and to improve their grades.
- Represented inmates in family law actions before the court under a supervising attorney.
- Wrote and edited briefs and pleadings to the court.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Public Relations,
Interpersonal Skills,
Multitasking.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

MS In Advocating