

# ROBERT SMITH

## Student Advocate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

As a Student Advocate, responsible for Maintaining and managing daily Point Of Contact (POC) list of students affected by absenteeism, failing grades, Student Academic Progress (SAP) and makes contact to help re-connect them to the College and the student learning experience to get them back on track.

### CORE COMPETENCIES

Communication, Customer Service, Management Skills, Advocating Skills.

### PROFESSIONAL EXPERIENCE

#### Student Advocate

**ABC Corporation - August 2010 – July 2012**

##### Key Deliverables:

- Performed daily monitoring of at-risk students regarding attendance/grades.
- Met with students regularly to create an action plan to ensure all graduation requirements will be met in a timely manner.
- Assisted front office, attendance office, counseling office, computer lab in the daily operation of the school, filing, data entry, copying, answering phones, test proctoring, etc.
- Assisted with state-mandated testing.
- Called and/or met with parents regarding student action plans, grades, and attendance.
- Communicated effectively with parents and students.
- Substituted in classes, as needed.

#### Student Advocate

**Delta Corporation - 2007 – 2010**

##### Key Deliverables:

- Assist students with book rental and purchase.
- Answer phones.
- Assist students with any issues.
- Researched community resources for low-income families with children with disabilities Built connections and constantly interacted with families.
- Listened to, supported, and worked with members from low-income communities to connect them with resources to enable them to achieve their goals -.
- Conducted intake interviews at Dane County Courthouse; assisted individuals in writing Restraining Order petitions and preparing for Restraining.
- Conducted initial case interviews and assist individuals in preparing for unemployment appeal hearings.

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### EDUCATION

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