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## PROFESSIONAL EXPERIENCES

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### ***Strategic Consultant (Divisional Learning & Development), Technology Partner Success | EAB***

October 2022 – Present (Promoted from Associate Director in July 2024)

- Provide expert guidance on student success by conducting research, curating content, and capturing and training on best practices to enhance impact and reach within the Technology Partner Success segment.
- Lead cross-functional efforts to implement new student success CRM utilization maturity curves, enabling scalable service delivery and optimizing partner value with data-driven insights.
- Champion programming, resource development, and internal enablement across stakeholders, driving increased product adoption and engagement rates. Lead product adoption vision workstream for FY25.
- Implement scaled delivery work, both in-person and virtually, for student success Executive Sponsor relationships. Collaborate with CSM team on tactics, promotion, and impact with decision makers.
- Develop and mobilize change management implementation and training plan to support internal reorganization of CSM segment. Serve as sponsor for associated subcommittee work.
- Drive internal New Hire Onboarding coordination, efficacy, and satisfaction across Tech Partner Success division, including working extensively with all new hires and their managers and mentors for the first six months of their early orientation and ongoing EAB experience.
- Serve as content expert and liaison for annual conference programming, focusing on executive experience, strategy discussions, research initiatives, and enhancing event experiences.
- Developed and executed internal implementation plans and training content for redefining partner leadership teams. Achieved +60% partner compliance in the first fiscal half of implementation.
- Played a pivotal role in the internal Mental Health Task Force, leveraging technology insights with coordinated and Stepped Care models, Wellness Dimensions, belongingness, and student help-seeking.
- Led the firmwide Mental Health Employee Resource Group (ERG) for two terms.

### ***Strategic Leader (Consultant & Client Success Manager), Student Success | EAB***

May 2021 – October 2022 (Promoted from Senior Associate in July 2022)

- Acted as strategic and tactical liaison for 20+ higher education partner institutions, optimizing their use of the Starfish platform within the B2B customer success management (CSM/PSM) for SaaS CRM sector.
- Trained clients in best practices for student success, project management, and technology integration. Validated over \$600K in partner ROI during the second half of FY22.
- Provided assessment, planning, and implementation data for ongoing and milestone benchmarking, supporting customer success and growth strategy, with a focus on executive stakeholders.

### ***Dean of Academic Services/Student Success | Christian Brothers University***

March 2019 – May 2021

- Led holistic retention efforts, overseeing academic advising, First Year Experience, accommodations and accessibility services, student-athlete success framework, peer education, and technology integration.
- Envisioned, recruited, and managed a team that doubled in size, growing to nine (9) professional staff members and 50+ peer educators as part of organizational change and talent development strategy.
- Developed and implemented a professional advising model, achieving over 90% student compliance with advising requirements in the first semester of launch.
- Project-managed the implementation of the student success CRM (Starfish), including leading the RFP and vendor selection process, directing functional and technical implementation, addressing internal training needs, and ensuring on-time launch and phased rollout within six months of contract signing.
- Expanded academic alert processes, leading to 200% growth in reporting and intervention cycles over three consecutive semesters.
- Managed three grant-funded initiatives, including a partnership with TheDream.US, an equity-based student cohort model, and securing a \$500,000 private grant for data-driven student success efforts.
- Chaired the Student Emergency Fund Committee and held roles on the President's Cabinet, Behavioral Intervention Team, Student Outreach Network, Academic Council, and Honors Council.
- Led first year experience seminar, including content development, instructor recruitment and support, and peer educator integration and training efforts.
- Introduced and executed new student success programming, such as the inaugural Lasallian Student Leadership Conference and National First Gen College Celebration Day.

### ***Director of Training & Programming | Chi Omega Fraternity Executive Headquarters***

January 2016 – March 2019

- Designed and managed enterprise-wide educational programming for 181 federated chapters, including both in-person and online and for diverse intergenerational audiences nationwide, achieving a nearly 200% expansion in impact and scope within 30 months.
- Spearheaded annual curriculum development and comprehensive educational content creation for national conferences, delivering workshops to 700-1,000 attendees, organizing 35-40 in-person workshops nationwide, and developing online learning modules reaching up to 27,000 collegians. Provided content guidance for 3-4 mobile event apps.
- Directed talent development for 45+ national volunteers, overseeing the project life cycle for educational workshops and initiatives, including risk management and leadership development.
- Designed, researched, and implemented innovative mental health and well-being programming, informed by interdisciplinary research and emerging practices on sense of belonging.
- Led the vendor search and migration to a new Learning Management System (LMS) platform within 12 months, transitioning to a curated content model to enhance end-user accessibility and resource utilization. Established a resource maintenance plan for ongoing support.
- Cultivated partnerships with 3-5 SaaS and event-related vendors, overseeing contract negotiations, driving enhancements, and exploring growth opportunities.
- Managed combined leadership and programming budgets totaling \$350,000+. Successfully proposed, managed, and stewarded grant-funded initiatives, maximizing use of funds and engaging donors.
- Supervised and mentored a Programming Specialist and provided professional development for a team of 30+ Executive Headquarters staff, facilitating monthly activities and training sessions for consultants.
- Liaised with Make-A-Wish national alliance, fostering collaboration and advancing shared objectives.

### **Associate Director | East Carolina University**

July 2014 – January 2016

- Provided comprehensive administrative oversight and co-curricular content development for leadership programs, focusing on cultivating student leadership skills and enhancing campus engagement.
- Acted as the primary advisor for the Student Government Association (SGA), guiding 50+ elected and appointed members in various leadership capacities, both paid and unpaid.
- Directed SGA consulting and organizational review initiatives, resulting in a complete rewrite of governing documents and the establishment of structured leadership training and transition processes.
- Managed a \$580,000 student fee budget, overseeing allocations to student organizations.

### **Senior Assistant Director & Academic Advisor | University of Cincinnati**

September 2010 – July 2014 (Promoted from Asst. Director & Academic Advisor in September 2012)

- Led academic advising efforts for an experiential learning program of 1,200 students, overseeing a team of six (6) advisors in implementing new mandatory advising policies and strategic goals.
- Coached students in conceiving, executing, and reflecting on experiential learning projects, including support for managing learning portfolios chronicling student development.
- Served as an in-house expert on service-learning, designing and leading five (5) service-learning trips in collaboration with regional and national non-profit organizations.
- Assisted with faculty-led global experiences, including co-leading two (2) international study tours.
- Instructed a First Year Experience course and contributed to overall curriculum enhancements.

### **Senior Admissions Officer | University of Cincinnati**

September 2007 – August 2010 (Promoted from Admissions Officer in February 2009)

- Represented UC across Ohio and the Midwest, fostering strong partnerships with academically rigorous high schools to support institutional scholar recruitment strategies.
- Served as the liaison for recruitment within the University Honors Program, directing a team of administrators and faculty in the review and processing of approximately 2,200 student applicants.
- Spearheaded the recruitment and matriculation process for National Merit and National Achievement finalists, achieving a record recruitment of 45 finalists for the incoming class of 2010.
- Revamped the flagship yield event for top prospective students, enhancing effectiveness and impact.

## **EDUCATION**

**Doctor of Education (Ed.D.)**  
**University of Southern California**  
*Organizational Change and Leadership*

**Master of Arts (M.A.)**  
**University of Cincinnati**  
*Educational Studies*

**Bachelor of Arts (B.A.)**  
**University of Cincinnati**  
*Sociology & Spanish*