

WitneyDavis

Organizational Leader • Higher Ed Professional • Student Services

Qualifications & Skills

- Leadership & supervisory experience
 - Conflict management and diffusing escalations
 - Team training & development
 - Advanced technical abilities in multiple systems
 - Advanced problem solving & critical thinking
 - Deep understanding of student issues and institutional policies
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Professional Experience

College of Western Idaho, Sr. One Stop Representative **Oct. 2018 - Current**

- Provides daily leadership support to the team and Assistant Director
- Trains and develops new One Stop employees and coordinates the onboarding process
- Plans and facilitates weekly staff training for Admissions & One Stop
- Project lead and content editor for team's Blackboard Training & Resource Center
- Attends weekly and monthly dept. meetings to collaborate organizational needs and change
- Hires, trains, and supervises work-study student workers

College of Western Idaho, One Stop Representative **Feb. 2018 - Oct. 2018**

- Assists students with admissions, financial aid, registrar and account questions via email, phone & in person
- Proficient in maintaining confidential & classified information to federal regulations
- Knowledgeable in academic planning and resources and able to counsel students independently
- Experience communicating with diverse student populations about college policies and procedures
- Navigates Ellucian Colleague ERP database to access student records

MatrixAMC, Executive Assistant & Event Planner **April 2016 - Dec. 2017**

- Maintained multiple client database systems, websites, and organization records
- Dedicated client support for the American College of Veterinary Ophthalmologists (ACVO)
- Content creation, editing and design of client websites and conference materials through multiple platforms including Dreamweaver, Squarespace and Adobe Creative Suite
- Organized and executed conference pre-planning tasks, including contract review, RFP's, and proceedings
- Traveled to conference locations to actualize client's annual meetings
- Assisted the director with daily administrative processes, Board & Committee projects, and special tasks
- Presented and promoted Service Animal campaign at the annual AVMA conference

The Letterhead Company, Administrative Director **June 2013 - March 2016**

- Managed all areas of customer service via email, phone, online orders
- Assisted Independent Contractors with contract questions, projects, and royalty payments
- Generated content for news campaigns and social media
- Advanced use of Adobe editing programs including Photoshop, Dreamweaver & Illustrator
- Edited websites using HTML and PHP code

Technical Programs

Advanced technical abilities in the following programs:

- Adobe Creative Suite
 - Microsoft Office Suite
 - Ellucian Colleague ERP
 - Blackboard LMS
 - Agile Version One
 - Cisco Finesse
 - Zoom Meetings
 - Techsmith Camtasia
 - 25 Live
 - Perceptive Content
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Education

Idaho State University, Master of Science, HRD

Current

Current graduate student in the online Masters program in Human Resource Development

Boise State University, Bachelor of Arts, English

Graduated, July 2015

Graduated Cum Laude from Boise State University with a B.A. in English, Writing emphasis

College of Western Idaho, Associate of Arts, Liberal Arts

Graduated, May 2012

Graduated Cum Laude from the College of Western Idaho with an A.A. in Liberal Arts

Special Projects

College of Western Idaho

- Implementation and training of CISCO Finesse phone system in the One Stop department
 - Leader for the Institutional Processes Improvement team; project planning, implementation, & project analysis
 - Project lead, content designer, and lead coordinator of the One Stop employee training program
 - Lead editor and content coordinator of the “Admissions & One Stop Training and Resource Center”
 - Work study supervisor for over two years and implemented training materials for consistent learning
 - Overhauled weekly staff training to align with professional development goals of the One Stop department
 - Video editor for weekly staff training for resource library
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Strengths

Top five unique strengths assessed through the Clifton Strengthsfinder analytical assessment:

- Individualization
 - Intellection
 - Consistency
 - Responsibility
 - Discipline
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References available upon request