EXPERIENCE

June 2009-present Visitor Services Director Sam Houston State University · Facilitate day-to-day operations of the Visitor Services Department • Supervise Visitor Services staff - 25 students, 1 graduate assistant & 8 professional staff members • Responsible for developing and maintaining budget • Direct and oversee Mobile GO Center activities • Coordinate staff development and training • Design and produce Visitor Center publications • Oversee the biannual Campus Preview Days Maintain Visitor Services website Asst. Dir. of Orientation/Counselor Sam Houston State University Sept 2007-May 2009 · Provided program assistance for orientation and new student programs • Program design/implementation • Supervised student staff · Assisted with databases, reports, & registration for events · Conducted duties of Admission Counselor · Effectively gave presentations to prospective students on all aspects of Higher Education • Responsible for driving and operating 1 ton truck and 42 ft trailer Admission Counselor Sam Houston State University Dec 2006-Aug 2007 · Responsible for translating the goals and values of the University to prospective students · Participated in activities involving the projection of the University's image to the public • Assisted in the student's transition into higher education · Reviewed applications for admissions and made decisions on admittance or denial to the University Location Manager Advantage Rent-A-Car Jan 2006-Dec 2006 · Identified and responded to changes in customer's needs & expectations • Primary leader in prospecting, targeting, calling on, & closing/signing of all accounts • Responsible for overseeing the day-to-day operations of the rental location · Counseled employees as needed for company employee and/or rental policy violations • Responsible for overseeing the training and development of team members at location · Supervised a staff of two associates and one car prep attendant Sales Associate Advantage Rent-A-Car Dec 2005-Jan 2006 · Assisted in generating and increasing business to maximize the profitability of the location • Other location responsibilities as needed, including capturing reservations & renting/checking-in vehicles *Camp Director /Sports Coordinator* Huntsville YMCA May 2004-Jan 2005 • Supervised 12 Staff Members • Coordinated activities for 50-100 children • Created rosters, schedules, & game day brackets · Coordinated practices and games Raised Funds Huntsville YMCA Aug 2002-May 2004 Site Director • Supervised 30-35 kids daily Collected and organized payments • Coordinated activities · Oversaw actions of two staff members

EDUCATION

Sam Houston State University, Huntsville, TX

Bachelor of Business Administration