
Skills & Proficiencies

- ❖ Sixteen combined years of experience coordinating and supervising soldiers and VA Work Study students
- ❖ Customer oriented attitude
- ❖ Ability to work completely unsupervised
- ❖ Responsive to emails and phone calls
- ❖ Advanced skills with Microsoft Office products (Word, Excel, Outlook, and PowerPoint)

Employment History

07/2012 – Present **St. Petersburg College, St. Petersburg, Florida**
Veterans Affairs Coordinator

- ❖ Serve as the College's official representative for veteran affairs administration with local, state, and national agencies
- ❖ Maintain program standing with Florida State Approving Agency through program application yearly; and as required with the creation of new programs
- ❖ Maintains and fosters articulation activities with the VA, the community, colleges and universities, and academic programs regarding veteran affairs and student success
- ❖ Provide leadership, direction, and supervision for veteran affairs staff college-wide;
- ❖ Prepare and manage departmental budget
- ❖ Coordinate effective communication with veterans regarding legislative or policy changes which affect the student, opportunities for the student, local community veteran events, and St. Petersburg College events and initiatives
- ❖ Maintain cooperation and work collaboratively with academic and student affairs leaders to coordinate services and troubleshoot problems for veteran students
- ❖ Lead Veteran Affairs Advisory Board to enhance accountability and develop effective services and programs for veterans

08/2012 – 07/2018 **St. Petersburg College, St. Petersburg, Florida**
Veterans Services Student Support Advisor

- ❖ Act as a liaison between students, SPC, and VA; this includes guiding the student through SPC procedures and federal guidelines set forth by the VA GI Bill program.
- ❖ Case manage student accounts-establishing VA eligibility, registration, payment, debt management, appeals processes, class applicability within VA regulations etc.
- ❖ Create and maintain relationships with local veteran's organizations-The Vet Center, VA Bay Pines Hospital, VA Bay Pines Regional Office, American Legion, and other non-profit veterans' organizations both local and national
- ❖ Represent Veterans Services at SPC events and community events
- ❖ Assess the personal needs of the student that may be a hindrance to successful completion of courses and advise the student as to how to mitigate those circumstances. This includes sending the student to counseling, healthcare agencies, service organizations, employment services, etc., both inside and outside of SPC.

- ❖ Created Veterans Services site specific orientation, Work-Study onboarding handbook, 10 SOP's for individual office procedures, and reference materials that have been utilized college-wide to reduce confusion and legwork for students and staff alike
- ❖ Actively supervised up to 4 Veterans Services sites, work studies, and activities at any given time
- ❖ Earned the reputation for being the friendliest and most helpful staff person at a Veterans Services site college-wide
- ❖ Created "Veterans Day Week" celebration at Seminole Campus annually for 4 years in a row; which brought together veterans from all areas of the local community

11/2008 – 08/2012 **Onsite Health, St. Petersburg, Florida**

Event Manager/Health Records Specialist

- ❖ Act as a liaison between Soldiers, Onsite Health, and Unit Commanders
- ❖ Update digital dental records
- ❖ Inform and educate patients regarding their dental needs
- ❖ Handle general administrative duties to include scheduling, record keeping, and sorting of files
- ❖ Assist other team members with various duties as needed

10/2002 – 10/2011 **United States Army**

Sergeant/Non-Commissioned Officer & Dental Hygienist/Assistant

- ❖ Lead soldiers in daily activities (exercise, daily work goals)
- ❖ Check soldiers' dental readiness, update status electronically, update and file dental records, and maintain a sterile environment
- ❖ Manage and instruct soldiers in dental hygiene in/out of the field
- ❖ Maintain command of soldiers at soldier readiness processing site
- ❖ Report progress to leaders; train soldiers in dental science, basic soldiering skills, and basic medical science

Education

- ❖ **Liberty University, Lynchburg, VA**
Master of Arts in Human Services Counseling (Business Cognate) – December 2017
- ❖ **St. Petersburg College, St. Petersburg, FL**
B.A.S Sustainability Management – May 2012, Cum Laude
- ❖ **Boca Ciega High School, St. Petersburg, FL**
High School Diploma - May 2003, Cum Laude

References

Available Upon Request