

Professional Summary:

Accomplished education leader with extensive experience in higher education, adult education, workforce development, and digital literacy. Proven success in community development and technology readiness. Skilled in program design and implementation, enhancing learning outcomes, and fostering community engagement. Seeking to leverage my expertise in a dynamic, forward-thinking organization.

Work Experience:

Admission Advisor

MyComputerCareer, Raleigh, NC | August 2020 – Present

Advised 400+ students, boosting graduation rates by 15%.
Increased targeted student applications by 20% through strategic demographic analysis.
Achieved 90% conflict resolution rate, enhancing student satisfaction.
Exceeded enrollment targets by 25%, utilizing Salesforce for effective admissions management.

Founder/CEO

Boys To Kings Mentoring Alliance, Kinston, NC | May 2014 – Present

Ensured 100% regulatory compliance, enhancing operational efficiency.
Achieved 85% student proficiency in robotics and troubleshooting.
Secured \$150,000 in technology grants for educational resources.

Program Director Multicultural Outreach / System Network Administrator

Boy Scouts of America, Kinston, NC | April 2017 – July 2020

Reduced hardware issue resolution time by 30% through system improvements.
Cut administrative errors by 40% with enhanced online documentation.
Recruited high-performing staff, increasing program satisfaction by 15%.

Human Resource Development Instructor

Lenoir Community College, Kinston, NC | August 2015 – September 2019

Improved student retention by 55% through engaging hands-on activities.
Enhanced professional skills via workshops and seminars.
Increased program enrollment by 65% through strategic recruitment initiatives.

Assistant Director of Admissions

ITT Technical Institute, Dallas, TX | June 2009 – April 2014

Guided 800+ students, increasing graduation rates by 30%.
Streamlined admissions, reducing processing time by 48%.
Boosted applications by 25% with effective outreach programs.

Education:

Master of Business Administration

North Carolina Central University, Durham, NC | June 2023 – December 2024

Master of Science in Information Science

North Carolina Central University, Durham, NC | January 2022 – May 2023

Bachelor of Science in Computer Information System Business Administration

Saint Augustine's University, Raleigh, NC | September 2004 – May 2008

Skills:

- Academic Advising
- Workforce Development
- Help Desk
- Network Support
- Technical Assistance
- Strategic Planning
- Presentation
- Event Organization
- Leadership
- Research
- Client Relations
- Curriculum Development
- Proficiency in Technology

Accomplishments

- **Top 40 Under Forty:** Recognized by the Kinston Free Press in 2018 for outstanding professional achievements and contributions to the community.
- **Southern Star:** Honored by WITN-7 in 2018 for exceptional leadership and impact in advancing local initiatives.
- **Key to the City:** Awarded by the Kinston Mayoral Office in 2018 for significant contributions to the city's development and community welfare.