

The University of Phoenix, Houston Campus

Jan. 2007 to Jan 2016

Face-to-face Instructor/Part-time Academic Success Coordinator-Advisor
Facilitated a greater understanding of the Educational Administration
and Business Management material through discussions and lectures to
undergraduate students.

ASC- Assist new students with course selection, overcoming educational and
study skills deficiencies. Identifies, advises, tracks, and follows-up on the academic
progress of all assigned advisees. Acts as liaison with the students, faculty, and
staff in resolving dispute resolutions and issues related to academic success.

Responds to student questions and concerns; works with students to resolve all
issues to ensure ongoing satisfaction with program and successful progress to
completion. Other related duties as assigned.

Texas Southern University

March 2010 to June 2015

Program Coordinator/Adjunct Instructor
College of Pharmacy & Health Sciences

Responsible for planning and oversight of key functions within the area of
Student Success, Student Services, and College of Pharmacy and Health
Sciences degree programs. Hires, trains, and supervise Graduate students
and part-time student employees. Handles functions related to mediation of
student concerns, conflict resolutions. Manages and initiates programs
for continued evaluation and accreditation such as remediation and retention.
Recruit prospective Pharmacy and Pharmaceutical Sciences students into the
Graduate program. Provides leadership for academic programs and organizational
development initiatives of the college by establishing a creative, innovative and
supportive environment. Schedule classes, advise and register pharmacy students
of appropriate courses each semester. Serves as a resource to the Dean, associate
Deans, department chairs, and provides liaison to university and to external units.
Assist all Pharmacy professors with lectures, proctoring examinations and faculty
assignments and duties. Revise syllabus and generate faculty workload reports
in accordance with each faculty members contracts. Maintain all record keeping for
the educational program including student files and databases. Gathers data and
assist with preparation of grant applications and publications. Coordinates room
reservations, assist with the Summer Academy program, and oversee the annual
departmental faculty/staff development campaign. Assist the Chair with dispute
resolutions regarding faculty and student academic progression.

The University of Texas M.D. Anderson Cancer Center

Aug. 2003 to Sept. 2009

Patient Access Specialist (Emergency Center)

Obtains financial information and verifies benefits. Work with patient/responsible
parties regarding billing processes and their financial responsibilities.

Communicates with patient, referral source, insurance companies, third parties,
UTMDACC physicians and UTMDACC clinical staff regarding any obstacle
to access or authorization. Use established criteria to screen/triage patients for

medical acceptance with the appropriate Coordinator. Provide clinical information to payors to obtain authorization for services when information provided by the clinical staff is adequate and the situation is uncomplicated.

ORGANIZATIONS

Alpha Kappa Alpha Sorority, Inc.

National Academic Advising Association (NACADA)

REFERENCES

Available upon request