

# Rebecca L. Watson

rwatson@westga.edu • 678-839-6426

## Select Higher Education Experience

### Assignments Coordinator

*Department of Housing and Residence Life, University of West Georgia, Carrollton, GA* June 2014 – Present

- Responsible for planning, coordination, and implementation of housing assignment, room change/room swap, and billing processes for freshman, transfer, and returning students at a 3,200 bed, residence hall and Greek Village campus.
- Work with the Office of Accessibility Services to provide housing accommodations for students.
- Collaborate with International, First Year Experience, and Advanced Academy to ensure assignments meet program criteria.
- Oversee Freshman Residency Waiver process.
- Created and rolled out a complete redesign of department's Waitlist process.
- Maintain daily communication with Student Affairs and Enrollment Management Call Center in order to ensure associates are providing accurate information and top-notch customer service to callers.

### Graduate Assistant

2008 – 2010

*Department of Housing, Georgia State University, Atlanta, GA*

#### Residence Life Development

- Oversaw three Living Learning Communities (LLCs), developing thematic programming that met department's educational and social programmatic goals.
- Supervised 14 residence assistants including weekly one-on-ones.
- Planned overnight leadership workshops for sophomore students.
- Collaborated with faculty to provide in-residence programming.
- Provided quantitative assessment and program evaluation of sophomore retention LLC; program ultimately was awarded additional \$25,000 grant at end of year from a third party.

#### Operations and Crisis Management:

- Oversaw daily supervision of housing functional areas, including a 24-hour community desk and keybox.
- Live-in professional staff member in multi-tier on call rotation responsible for the safety and security of all on-campus residents (2,700) spread amongst residence halls in downtown Atlanta.
- Worked with Dean of Students Office, Counseling Center, and University Police in assessment of crises, emergency and conflict situation, and follow up with student.

### Admissions Representative and Campus Tour Coordinator

2006 – 2008

*Quinsigamond Community College, Worcester, MA*

- Worked as part of the recruitment team to develop, implement, and assess the vision and strategic principals in order to exceed college recruitment goals.
- Created campus visit program from the group up, including recruitment, training, supervision, and payroll of 6-8 student tour guides per semester.
- Organized logistics for all on-campus recruitment events.
- Processed and followed up with all incoming student inquiry leads via web and telephone submission.
- Produced copy for direct mail marketing pieces and internal department training manuals.
- Generated and wrote comprehensive reports for all stages of Admissions processes.
- Counseled prospective students on their application, program requirements, and next steps for enrollment.

### Customer Service Associate/Assignments

2005 – 2006

*Housing Assignment Office, University of Massachusetts, Amherst, MA*

- Managed assignments year round, including room swaps, cancellations, and change requests at the fifth largest on-campus housing program in the nation.
- Assigned 2,000 undergraduate housing assignments utilizing students' electronic preference applications.
- Reviewed and adjudicated housing Billing Appeal applications as member of Billing Appeal committee.
- Supervised junior staff members by coaching them through challenging call center phone calls and joining the call as supervisor when needed.

## Other Experience

### Assistant Manager

November 2013 – June 2014

### Front of House/Special Events

April 2013 – June 2014

*Pie Shop, Atlanta, GA*

- Provide top-notch customer service to pie lovers, including cash handling, serving food and beverages, answering email and handling customer complaints.
- Perform nightly reconciliation with Quickbooks, prepare cash and credit bank drop.
- Train and supervise all front-of-house part time and seasonal staff.
- Initiatives implemented during holiday 2013 season led to 46% increase in sales over 2012 holiday season.
- Promote products at one-on-one consultations with brides and other event planners.
- Develop uniform daily operating procedures for shop staff as well as farmers' market staff.
- Process and package all orders for shipment, including sales from wholesale distributor Williams Sonoma.
- Kitchen prep work including dough and produce preparation.
- Compile and maintain recipe database and index, complete with ingredients and recipe pricing.
- Identify areas to cut costs, increase efficiency, and negotiate lower prices on supplies and ingredients.

### Freelance and Contract Work

2011 – 2014

- Manage social media accounts and author relevant blog posts.
- Organize and plan monthly networking events featuring guest speakers.

## Language and Technical Skills || Training and Certifications

Database Management Software: StarRez, Banner, Jenzabar CX, PeopleSoft, CRM, Adirondak

Financial Software: Quickbooks, Nutracoster

- Mac and PC Proficient
- Microsoft Office Suite
- Spanish: Conversational
- Russian: Reading
- Level / On Guard
- FERPA; F1 Visa/International Student Application and Regulations (QCC)
- Graduate Level Foreign Language Reading in Russian (Georgia State)
- SAFI – Student Affairs Foundations Institute – Certificate recognized by Georgia College Personnel Association (*Completion in December 2014*)

## Select Presentations and Conference Attendance

- "Utilizing StarRez for Drive Through Check-In". Presented at *Georgia Housing Officers (GHO) Annual Conference*, hosted by Georgia Institute of Technology, Atlanta, GA, October 9, 2014
- StarRez Global User Conference at New York University, July 2014
- "SAILing for Success" – Georgia State University Housing Living Learning Community Fair, 2010.
- "Memoirs of Moscow: American Travelers in Stalin's Soviet Union, 1927-1954." Presented at *2<sup>nd</sup> Annual Association of Georgia Historians Conference* in Atlanta, October 24, 2009
- 17<sup>th</sup> Annual Georgia New Professionals Conference at Georgia College, October 2009
- NEACAC's Students and Supervisors in Admissions Conference at Bridgewater State, September 2007.
- "Plagiarism in the Classroom". Presented at the *6<sup>th</sup> Annual Writing Across the Curriculum Conference*, University of Massachusetts, Amherst, MA, April 6, 2006.

## Education

M.A – History – Georgia State University, Atlanta, GA (2011)

B.A – History, Communication – University of Massachusetts, Amherst, MA (2006)