

AMANDA SAPP

Energetic, driven, and resourceful graduate credited with a bachelor's degree in biology and a masters degree in Criminal Justice. Possesses significant experience implementing process enhancements to advance institutional objectives. Exceptional analytical dexterity combined with proven ability to invigorate organizational management, quickly learning new processes and programs, and mastering new information with a wide array of stakeholders, and strengthening the development of complex procedures.

Outstanding problem solver distinguished for demonstrated talent development and interpersonal skills with excellent conflict resolution abilities. Seasoned abilities to implement processes that improve efficiency. Commended organizational management skills that enhance productivity and drive sustained organizational performance.

EDUCATION

- **Masters of Science in Criminal Justice, Grambling State University, Grambling, LA, 12/2015**
Relevant Coursework:
- **Bachelor of Science in Biology, Grambling State University, Grambling, LA 07/2013**
Relevant Coursework: Advanced Principles of Biology, Developmental Biology, Ecology, Anatomy

AREAS OF EXPERTISE

- Strategic Planning • Process Enhancements • Workflow Assessments • Administrative Support • Biological Analyses • Communications • Windows Operating System • Microsoft Office Suite • Customer Service • Community Relations • Organizational Roadmaps • Consensus Building

PROFESSIONAL EXPERIENCE

GRAMBLING STATE UNIVERSITY COLLEGE OF BUSINESS, Grambling, LA
Coordinator of Dean's Office- Aug 26, 2022- current

Job Responsibilities

- Assist in preparations for conferences, workshops, and meetings sponsored by the College
- Responsible for day-to-day operations and functions of Dean's Office
- Responsible for all travel arrangements for the Dean
- Assist in preparations for conferences, workshops, and meetings sponsored by the College
- Review requests for information, data, reports, etc., and determine appropriate action needed
- Coordinate complete filing system on all College majors, faculty, and staff members
- Coordinate all routine matters, thereby relieving Dean of unnecessary concerns
- Prepare and type numerous reports, forms, and communications for the College
- Serve as recorder for all formal meetings held in the College. Maintain minutes of same
- Serve on committees as assigned and as needed
- Other duties as assigned

GRAMBLING STATE UNIVERSITY OFFICE OF OPERATIONS, Grambling, LA
BUSINESS MANAGER OF CHIEF OPERATING OFFICER- JAN 18, 2022- AUG 31, 2022

Job Responsibilities

- Provide briefing and information from wide range of sources for use in meetings and day to day duties
- Attend meetings internally/externally as required
- Liaison with other leaders within Ops and across OPG
- Preparation of presentations for internal meetings
- Overseeing a range of COO-led initiatives
- Drafting letters on behalf of COO
- Management of the Executive Support Assistants that provide support to the Operations Directorate
- Ensure that the quality of support provided by the EST is at a high standard
- Provide coaching and development to team and ensure they have opportunities to increase their skills
- Review and contribute to how changes can be made to processes within the team to continuously improve the services OPG delivers. Lead and be involved in process mapping sessions, updating and refining job cards, identify, resolve and escalate improvements.

GRAMBLING STATE UNIVERSITY OFFICE OF ADMISSIONS, Grambling, LA

Admissions Support Counselor 2018- 2021

Maintains admission guidelines by writing, updating, and recommending changes to admission criteria, policies and procedures. Markets programs and facilities by preparing and providing informational brochures; writing and placing advertisements; answering questions; conducting tours.

Key Accomplishments :

- Create an admissions office market plan, establish priorities, procedures, and activities consistent with admission policies to reach enrollment goals, and assess program outcomes to evaluate success. Notable assessment results include surpassing goals for admission of priority student segments; use of these results includes professional development for staff members and cooperation with diversity resource centers in the area of campus visits.
- Communicate and interact with all university departments, committees, offices and individuals that influence student recruitment and retention. Notable assessment include sharing enrollment goals with valued on-campus partners and increasing the diversity of the freshman class at Grambling University.

Job Responsibilities

- Serves as the initial contact person for the admissions office in person telephone, and mail.
- Analyzes the needs for each individual and follows through accordingly answering questions, providing appropriate forms, or providing a referral to the appropriate person or department.
- Updates and maintains bulletin boards and brochure racks
- Develops and fosters relationships with students and parents through on campus recruiting activities and events.
- Takes walk-in and scheduled admissions appointments with new students to help them get started at the college.
- Assists with general advising of new students and discusses programs with prospective students

- Maintains general knowledge of college activities, programs and requirements.
- Advises and conducts tours for prospective students and their families.
- Assists with direct mail, telephone and email follow-up with student prospects and applicants.
- Attends meetings, conferences, and workshops to stay updated on issues relating to admissions; attends college meetings and serves on college committees as needed
- Maintains the admissions budget
- Coordinates new student orientation program and all campus wide recruiting events
- Supervises student workers.
- Works closely with college personnel, including faculty, counseling, and student services staff so as to ably communicate college programs, admissions requirements, financial assistance, and other essential information to interested parties.

GRAMBLING STATE UNIVERSITY SCHOOL OF GRADUATE STUDIES, Grambling, LA

Assistant Project Manager- Grambling National Alumni Association- 2017-2018

Graduate Assistant- 2013-2015

Student Worker, 2010-2013

Provides administrative support to office staff members within the university. Served as a source of general information for all office staff members, effectively interfacing with a wide array of business affiliates and stakeholders.

Key Accomplishments:

- Leveraged analytically dexterity to assess workflow operations and implement changes and recommendations to achieve process and system improvements pertaining to tracking internal and external documentation.
- Developed and deployed instructional materials to conduct in-person training sessions on new systems and processes.
- Composed and edited letters and memoranda that occasionally contained confidential information.
- Organized and scheduled meetings, appointments, and travel arrangements for office staff members.
- Processed invoices for routing to main office and organized time sheets and cash expense reports.