**Andrew Lee**

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**Systems Management | Learning & Development | Consulting**

# Professional Summary

Creative leader with a strong background in change management helping to implement solutions and designing processes to strategic achieve business objectives. Leverage CRM, Information Systems and collaborative technology to implement program and community engagement initiatives for 28K budget. Learning and development acumen helping to implement software and process solutions for more than 6,000 customers.

# Areas of Expertise

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| --- | --- |
| * Customer Engagement
* Content Creation
* Research & Needs Assessment
* Relationship Development & Collaboration
* Sales & Business Development
 | * Corporate & Social Strategies
* Reporting & Tracking
* Data Analytics & Management
* Project Management
* Community Advocacy
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# Consulting Experience

**Systems Management**

*Saint Paul College, University of Minnesota, Carleton College, International Experience USA*

* Leverage Hobsons/Connect CRM technology to facilitate international applicants into recruitment and enrollment funnel
* CRM project management by altering applicant process, added tags and flagged international applicants so each person can receive the appropriate communication
* Support the implementation process of Sunapsis by beta testing eForms including the submission process to determine where eForms were routed and approved by respective business units
* Collaboratively implement EAB/Navigate software for campus-wide academic advising with 30 staff including beta testing log-in processes, student user experience, advisor user experience and utilization of email campaigns
* Proven utilization of technology including google and Microsoft products to communicate with stakeholders and move processes accordingly to actualize events and projects
* Tracking and Reporting experience utilizing CRM software and excel for placing over 600 international customers into educational institutions across the US
* Monitor data for international student programming to enhance engagement strategies, programs and events
* Manage student information including contact information and F-1 visa materials for registration and compliance protocols

**Learning & Development**

*Saint Paul College, University of Minnesota, Carleton College, International Experience USA*

* Designed, Beta-Tested and Implemented new International Student Orientation in collaboration with Innovative Educators and 2 Onboarding Specialist
* Create and facilitate student programs, events and advising solutions to train student customers on engagement opportunities provided by international department
* Train faculty stakeholders on international student needs including annual conferences and orientations to ensure customer service

**Relationship Development**

*Saint Paul College, University of Minnesota, Carleton College, International Experience USA*

* Led strategic partnership initiatives in collaboration with administrators and stakeholders across the US to place more 600 students into more than 100 schools across the US
* Collaborate with campus partners including faculty, staff and students to actualize events such as annual conferences, Off-Campus studies program and training
* Work closely with internal stakeholders to assess product and program needs then communicate accordingly to implement initiatives

**Sourcing Connections & Outreach**

*Saint Paul College, University of Minnesota, Carleton College, International Experience USA*

* Leverage pre-existing relationships to enhance internal student programs including recruiting and orientation initiatives
* Conduct outreach to prospective partners to learn about institutional and student placement needs to strategically build partnerships

**Content Creation**

*Saint Paul College, University of Minnesota, Carleton College*

* Create content promoting programs, events and advising resources to educate student customers on engagement opportunities provided by international department
* Leverage social media, university student org platforms and graphical media including Canva and Adobe products to promote the variety of resources available to international student communities

# Education

**Master of Public Affairs (MPA)**

Indiana University, Bloomington, Indiana

*School of Public & Environmental Affairs*

**Master of Science in Environmental Science**

Indiana University, Bloomington, Indiana

*School of Public & Environmental Affairs*

**Bachelor of Science & Bachelor of Arts**

State University of New York (SUNY), Buffalo, New York

*Major: Environmental Studies, German*

*Magna Cum Laude*

# Skills

**Foreign Language |** German (Fair spoken), Thai (Fluent), Laotian (Basic spoken), Spanish (Basic spoken)

**CRM** | Hobsons/Connect, Mongoose

**Collaboration** | SharePoint, Zoom, Google Workplace

**Management Systems** | Integrated Statewide Records System, ARSA, Marketplace, EPM 11, Sunapsis, EAB Navigate, (SPOL) Strategic Planning Online