

# ALEA CROSS

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## **SUMMARY OF QUALIFICATIONS AND SKILLS**

- Seven years of **organizational leadership** experiencing exhibiting strong interpersonal skills with faculty, professional staff, and diverse student populations at the collegiate level
- Seven years of **admissions and academic advising** with historically underrepresented populations categorized as “at risk,” 1<sup>st</sup> generation, and/or low-economic status
- Seven years of working in **collaborative teams** moving strategic, organizational, and institutional plans forward
- Seven years of **creating, coordinating, and organizing** educational programs with institutional partners and external organizations
- Dependable with strong skills in **planning, prioritizing, and multi-tasking**
- Strong **computer and analytical skills**; advanced level in collegiate software like Banner, PeopleSoft, Blackboard, Moodle, and FileMaker; and Microsoft Office Suite (Word Processing, Excel, PowerPoint)
- Experience providing **technical guidance and problem resolution** for online platforms for adult learners
- **Knowledge and understanding** of Student Development Theory, Retention Theory, and current trends in higher education
- **Understanding** of open-ended questioning, non-verbal communication, and active listening
- Ability to be detail-oriented and adept at **understanding abstract concepts**
- **Self-motivated** with high performance standards and strong emphasis on goals, deadlines and quality of work
- Skilled in **building excellent rapport** with clients and team members with the ability to see big picture, delegate effectively, and motivate team members to achieve on-time project completion
- Four years of **facilitating and assessing diversity** topics around equity, inclusion, and institutional responsibility
- 10 year **employer relations** across Southeastern Milwaukee industries to engage emerging professionals

## **CURATED EXHIBITIONS**

**2018** *CommUnity in Dignity-UBUNTU* Research, Milwaukee Institute of Art & Design, Milwaukee, WI

**2019** *CommUnity in Dignity-Still Waters* Collective, Milwaukee Institute of Art & Design, Milwaukee, WI

**2019** *BitterSweet Winds (Richie Plass)*, Milwaukee Institute of Art & Design, Milwaukee, WI

## **Published Works**

**2021** *Hope is What I Wrestle With*, Hope is the Thing: Wisconsinites on Perseverance in a Pandemic

## **EDUCATION**

**Concordia University, Mequon WI**

Masters of Education: Student Personnel Administration

**December 2016**

**Marquette University, Milwaukee WI**

Bachelors of Arts: Corporate Communications

**May 2012**

## WORK EXPERIENCE

### Advising Manager

#### **Milwaukee Area Technical College, Milwaukee WI**

**January 2021- Present**

- Plan, coordinate, and execute new student orientation for first year and returning students over 7 different offices to service about 6,500 students per semester
- Provide advisor training and development to a staff of 41 advisors this includes interviewing, on-boarding, advisor mentoring, and professional development opportunities for employee retention
- Serve as immediate supervisor to 11 advisors that comprise the advising division's last dollar scholarship, multicultural office, Correctional Education, Special Grants (Northwestern Mutual and PepsiCo), and community education (GED/HSED and ELL/ESL) advisors
- Interface with Deans and VP of Student Experience to plan, evaluate, and implement strategic planning for student retention and success efforts
- Support Hispanic Serving Institution (HSI) initiatives for community education and continuing students by ensuring access and services to interpreters, accommodations, and academic resources; orientation to academic advising
- Adapt programs with the coordination of accessibility office to follow ADA compliance for DHH students
- Serve on conduct committees organized by Conduct Officer for student academic investigations and behavior hearings
- (November 2021-January 2022) Served as interim Director for District Wide Advising

### Director of Academic Advising

#### **Milwaukee Institute of Art and Design, Milwaukee WI**

**November 2017- December 2020**

- Managing officer of the development and execution of institution's holistic advising model
- Supervisor of 45 student services and faculty professionals serving as academic advising (overseeing First-Year Experience and major faculty advising)
- Aided Associate Dean of Students and Vice President of Academic Affairs to conduct 1<sup>st</sup> generation focus groups to assess institutional strengths and opportunities for growth as it aligns with goals of college's Retention Committee
- Created, implemented, and assessed 6 advising programs that pertain to civility, diversity and inclusion, and professional development
- Designed, facilitated, and assessed professional development workshops that create cohesive advising tools and techniques among student services and academic affairs who serve students
- Presided over \$87,000 budget supporting budget lines like advisor development, student success tools, and advising programs
- Coordinator of MIAD's nationally recognized honors society Alpha Lambda Delta (98 members)
- Assisted in the planning, delivery, and communication of new student orientation, course registration, 4 week reports, and midterms as it relates to student information, advisor training, knowledge, and student interaction, as well as parent engagement
- Reviewed advisor lists, assign, and reassign advisees to maintain balance of advisee to advisor ratio

## **Academic and Career Advisor**

### **University of Wisconsin- Parkside, Kenosha WI**

**February 2017- October 2017**

- Monitored academic progress of 250-300 students and developed intervention strategies to assist students in their academic development
- Performed career advising functions which included engaging students in the process of academic and career exploration by employing critical elements of self-assessment, career research, goal setting, job search strategies, career progression, and reflection. Assist students with resumes, cover letters, and interview preparations as well as the graduate application process
- Provided timely and accurate information while interpreting academic requirements as well as University policies and procedures to assigned advisees and general University community.
- Facilitated academic success workshops – these may include FYE and career-related thematic workshops, class presentations, collaborative programming, and special events to be offered throughout the academic year
- Served as creator of curriculum design, coordinator, and facilitator of Building Confident Women. Program supported woman under advisor who aligns material and tools to meet women ages 18-24 of multicultural backgrounds where they are to focus on positive relationships, networking skills, GPA, career coaching, and professional skills

## **Workforce Development Manager**

### **Cross Management Services, Inc. Milwaukee, WI**

**August 2016- February 2017**

- Planned, organized, and managed 3 educational outreach programs for capital projects
- Provided educational and outreach compliance for the Resident Prefer Program (RPP) coordination projects
- Managed client expectations by ensuring the delivery of the highest quality service for diversity and inclusion projects between companies and community based organizations to teach and create a pipeline to K12 students about Science Technology Engineering Arts and Mathematics (STEAM) Careers
- Demonstrated the ability to develop 4 strong alliances with those outside of my immediate organization and continue these relationships over 5 years

## **Design Your Future Coordinator**

### **Concordia University Wisconsin, Mequon WI**

**February 2015 – August 2016**

- Organized and executed academic plans for academic probation students
- Developed mentorship/alumni connection program with coordination of alumni and career services
- Coordinated and collaborated study abroad opportunities for associate level students with registrar's office and study abroad
- Managed conduct hearings for freshman and sophomore students
- Reconciled student academic records for 54 students
- Aided graduation of 22 students to bridge over to bachelor's programs
- Recruited and enrolled students for fall and spring semesters with 36 recruited and 27 students retained
- Managed academic plans for freshman and sophomore students
- Tracked alumni students of retention program to monitor progress of historically underrepresented and low-SES students
- Assisted adjuncts to implement classroom management and self-regulated learning
- Created adjunct organization on Blackboard to manage and assist adjunct concerns (student learning outcomes, priority dates for attendance and drop dates, best teaching practices, etc.)

## **Youth Engagement Specialist**

### **Our Next Generation, Milwaukee, WI**

**June 2013 – February 2015**

- Developed and implemented summer programming curriculum heavily focused on experiential learning for over 40 students
- Increased organization's visibility through community partnership of 4 new local non-profits
- Academic advising and behavior intervention to support student progression through high school
- Served as behavior coach for peer relationships and self-monitoring
- Promoted mentoring relationships for student passions and community-business leaders

## **EXPERIENTIAL LEARNING**

### **City Year Milwaukee, AmeriCorps**

At City Year's 23 locations across the United States, teams of diverse young people complete over 1,700 hours of full time service, for ten months, working to improve student attendance, behavior, and academic performance in English and math.

#### **Corps Member**

**August 2012 – May 2013**

- External Affairs site corps member coordinator for Alexander Mitchell Intergraded Arts School; newsletter had an internal impact of 72 corps members with an audience of 80 community partners and potential donors
- Interfaced with teacher to accomplish goals set by Common Core Standards
- Fostered positive socio-emotional behavior via whole class and focus list support within a classroom of 30 students
- Intensively tutored for "off track" students in ELA and Math
- Served as an educational advocate for community and business leader partnerships within Alexander Mitchell Integrated Arts School
- Worked on a team of nine corps members to cultivate Whole School, Whole Child model for a school of 700 students (improving students' attendance, behavior, and course performance)

### **Marquette University, Multicultural Affairs Office in the Office of Student Development**

#### **Programming Assistant**

**August 2010 – May 2012**

- Coordinated the Inaugural Native American Film Festival on Marquette's campus that had over 200 attendees (outreach to local Native American entity, Native Punx utilizing Ethnic Alumni Association network)
- Formulated discussions and acquired guest panel speakers for the Pan-African Heritage Celebrations: I Love My Hair, and Young Black and Successful with 90 attendees
- Served as a facilitator for leadership organization workshops and development
- Developed and facilitated a workshop at the Be Ignited Leadership Conference with 26 students in attendance to individual session
- Organized and worked with local author, Renee Zakhar, for a Native American Discussion called Who's the American Indian on the MU Flag: A pictorial discussion on Urban Native Americans with 38 attendees

### **Marquette University, Office of Residence Life**

#### **Resident Assistant**

**August 2008 – May 2011**

- Served on Diversity and RA Retreat Committees for the university's largest freshman residence hall (750 students with a staff of 25)
- Coordinated activities, reinforced policies, and served as a live-in advisor to 33 students
- Formulated an all-hall and campus-wide program entitled What's Real Hip Hop in collaboration with Marquette student organization sponsor Sigma Phi Beta, Inc. attracting over 120 attendees
- Worked as a resident assistant representative on the Assistant Dean RA Advisory Board and reviewed and evaluated resident hall policies and assessments

## **AFFILIATIONS**

**Professional Organizations:** ACPA, WTCS, WAICU, WACADA, MMABSE, NASPA (NUPF), INROADS Milwaukee, FUEL Milwaukee, SocialX MKE