

HEATHER CONNOR

heather.connor@georgetown.edu | 202-687-1587 | www.linkedin.com/in/heather-connor

PROFESSIONAL EXPERIENCE

Georgetown University

January 2017-Present

Assistant Director, Master of Science in Analytics Program

Develop and manage marketing and recruitment efforts for the program. Select, train, and supervise Student Ambassadors in responding to applicant inquiries and supporting applicants throughout the admissions processing, including preparing admissions applications for review and maintaining records of admissions statistics for the program. Organize and manage Fall information session for local prospects, drawing from and continuing to develop a database of contacts at regional universities. Develop and implement strategic recruiting initiatives to address program needs. Manage Student Mentorship program, including selecting and matching mentors with mentees and providing guidance throughout the academic year. Plan, manage, and direct annual career fair. Organize new student orientation. Monitor student status and academic progress. Assist students in submitting special requests to the Graduate School. Communicate with administrative departments regarding significant changes in student progress, status or program changes. Prepare merit-based aid program budgets. Manage program budget and ensure that expenses remain within budget. Manage Teaching Assistant hiring and timesheet approval. Manage and monitor course scheduling for all Fall and Spring Analytics courses. Manage program website, including creating new content.

University of Texas at Arlington

2008-2011

Assistant Director for Graduate Student Support Services, Office of Graduate Studies July 2010-March 2011

Managed and administered more than \$3.5M annually in graduate fellowships. Collaborated with the Office of Financial Aid on the management of more than \$3M annually in need-based grants. Analyzed trends in fellowships, grants, loans, and assistantships to evaluate success of graduate student support programs. Developed and maintained annual report and analysis of various forms of previously untracked graduate student support. Trained and supervised support staff in the review and administration of 1200 assistantship appointments and 500+ fellowship nominations and renewals per semester. Trained university faculty and staff in PeopleSoft operations for departmental administration of graduate assistantships and fellowships. Worked closely with the Office of Financial Aid to develop initiatives for equity in tuition and grants for graduate students. Assisted the Dean in developing new graduate student funding opportunities, cultivating both internal and external collaborative agreements. Collaborated with the Office of the Provost on the management of STEM fellowships and enhanced GTA fellowships. Worked with Office of Graduate Studies managers to coordinate recruiting, admissions, and retention of externally funded students.

Coordinator for Special Programs, Office of Graduate Studies

August 2008-July 2010

Reviewed and approved 1200 assistantship appointments and 500+ fellowship nominations and renewals per semester. Developed, implemented, and maintained criteria for evaluating success/failure of graduate student support programs and policies. Developed communication plans and materials to effectively inform applicants, graduate students, faculty and staff of various graduate student funding opportunities and criteria. Assisted the Dean in seeking external graduate student funding opportunities.

University of Southern California

2001-2008

Student Services Advisor II, Department of Chemistry

June 2007-June 2008

Maintained prior duties with additional responsibilities, including serving as inaugural Graduate Recruitment Coordinator for the College of Letters, Arts, & Sciences in Summer 2007. Spearheaded housing program for first-year graduate students.

Student Services Advisor I, Department of Chemistry

August 2001-June 2007

Advised 130 current graduate students on matters of curriculum, course and degree requirements, transfer credit evaluation, funding, and graduation counseling and clearance. Represented students in petition applications and special requests within the university. Maintained academic unit student records, coordinated registration activities and oversaw degree progress. Provided visa application, residency, and relocation support to international students. Organized and facilitated annual Fall and Spring orientations. Directed graduate recruiting and admissions programs by serving as the primary contact for more than 700 domestic and international applicants per year. Designed and produced recruitment materials. Acted as liaison between faculty admissions committee and the university admissions office. Planned outreach programs, mailings, and open house events. Coordinated a newly funded ten-week summer research program for visiting undergraduate scholars, including managing housing, transportation, and academic collaborations. Hired and supervised undergraduate student workers.

University of Chicago

1998-2001

Program Coordinator, Master of Arts Program in the Humanities

Sept 2000-July 2001

Primarily responsible for managing social events, academic panels, program publicity, and student workshops for 85 students. Advised students on writing skills, papers, and graduate school applications. Prepared and oversaw design of marketing materials including managing of website and listserves. Coordinated internships and job placement efforts with career center. Handled program budget and finances. Managed every aspect of Campus Day for prospective students, from logistics to program content to travel arrangements.

Technology Resource Advisor, Chicago Public Schools Internet Project

August 1999-Sept 2000

Taught computer skills including web browsing, web development, and PowerPoint to teachers in ten under-resourced Chicago Public Schools. Trained individuals as well as large classes. Developed methods and materials for integration of computer technology in curriculum and classroom projects.

Student Liaison, Master of Arts Program in the Humanities

July 1998-August 1999

Facilitated communication between administration and students. Organized program activities. Recruited prospective students. Developed all aspects of original program website, including content, graphics, layout, design, and web development.

EDUCATION

M.A. in the Humanities, 1998 • University of Chicago, Chicago, IL

B.A. in English Language and Literature with honors, 1997 • University of Toledo, Toledo, OH

TECHNOLOGY SKILLS

Proficient in all Mac and Windows operating systems. Skilled in Adobe Acrobat Pro and Microsoft Office, including Word, Excel, Access, PowerPoint, and Outlook. Proficient in PeopleSoft, Google Apps, basic HTML / web editing.