

Anne Elise Friedman
Corvallis, Oregon
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Relevant Experience

Mentoring Program Coordinator, The Research Institute at Western Oregon University

June 2016-Present ❖ Monmouth, Oregon

- Coordinate opportunities for student career advising and mentorship available through WOU.
- Identify current mentorship and practicum opportunities available to students.
- Assist departments with strategies to incentivize students to participate in mentorships and practicums.
- Create trainings, outreach, processes and policies that meet practice standards for alumni to engage.
- Expand the Center for Service Learning and Career Development online module that helps facilitate student and mentor connections through a searchable database.
- Work with the Alumni Relations Coordinator to expand mentorship networks, usage of the online mentor module and increased connections of students with mentorship opportunities.
- Collaborate with departments to establish a system for ensuring students are aware of and have access to career advising and mentorship opportunities at WOU.

Enrollment Services Specialist, Oregon State University Ecampus

October 2013-June 2016 ❖ Corvallis, Oregon

- Provide complex and detailed information for multiple academic programs, university policies and procedures. Assist in responding to the average of 2,000 inquiries Ecampus receives per month via email and phone; offer or refer students to alternate resources within Ecampus or OSU as appropriate.
- Coach prospective students in navigating through processes related to enrollment including pre-admission services.
- Assist nontraditional learners through enrollment funnel from inquiry to application process, adapting to and understanding the unique needs of this student population.
- Make recommendations based on conversations with prospective students. Plan and schedule appropriate initial and follow-up conversations with prospective students as needed.
- Discuss resources around transferability of credits for both nondegree and degree-seeking students looking to transfer credits into and out of Oregon State University.
- Develop and maintain information for prospective students using BANNER and Customer Relationship Management (CRM) system.
- Contribute to development and execution of communication plans and ensure high touch service is delivered to students.
- Collaborate with OSU departments, program leads, and academic advisors to share knowledge about most current processes and procedures impacting enrollment process.

Marketing and Enrollment Services Assistant, Professional and Continuing Education at Oregon State University

February 2013-August 2013 ❖ Corvallis, Oregon

- Oversee enrollment and student support. Track and report enrollment data, including registrations, payments and course completion using customized database.
- Correspond with current and future students about program offerings, course updates and important notifications.
- Meet with project managers regarding new project intake for custom registration setup. Discuss course details to ensure an easy enrollment process for students.
- Investigate, troubleshoot and resolve technical errors in registration system, BlackBoard and Drupal. Report issues and work with internal team and external vendor for a solution, providing updates to team members and students as necessary.
- Design and write copy for email campaigns, including the monthly newsletter distributed to over 5,000 contacts and analyze campaign performance report data.
- Collaborate on marketing tasks, assist in writing optimized content for website, create and edit webpages. Edit all material using AP Style.

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Client Service Representative, Allann Bros. Coffee Roasters Corporate Headquarters

February 2012-February 2013 ❖ Albany, Oregon

- Manage bulk product order requests for comprehensive corporate client database, which includes over 100 distribution locations. Correspond with UPS to track shipments.
- Generate invoices using comprehensive management system, ensure follow-through from customer inquiry to delivery, and adapt quickly to changes in orders.
- Engage in various projects simultaneously including orders, calls, and invoices; prioritize responsibilities using critical thinking and problem solving skills.
- Collaborate in social media strategy, including Facebook and Twitter. Edit web content and design for main office and nine beanery location webpages.
- Direct incoming phone calls using multi-line system, deliver time-sensitive messages in a timely manner. Maintain meticulous file and invoice organization, record sales analysis data using word processing and spreadsheet software.

Professional Development

- *Optimizing High-touch Outreach After CRM Implementation*. Session co-speaker (November 2015) at University Professional and Continuing Education Association: Marketing and Enrollment Management (UPCEA MEMS)
- Attendee (2015 & 2016) Oregon Women in Higher Education (OWHE)
- Attendee (July 2014) Conference on Adult Learner Enrollment Management (CALEM)
- Certified Search Advocate through the Office of Equity and Inclusion at Oregon State University (February 2015-present)

Education

Oregon State University—Master of Education; December 2016 (expected)

Program: College Student Services Administration **Area of Specialization:** Student Wellness

Area of Specialization coursework: Sociology of Drug Use and Abuse, Spirituality in Higher Education, Academic Advising (Spring 2016), and Disability Issues (Spring 2016)

University of Maryland at College Park—Bachelor of Arts; May 2010

Program: Print Journalism **Concentration:** American Studies

Other

- Oregon State University Sport Club Committee faculty member (October 2015-present). One of eight members who helps establish and review policies related to the Sport Club program, evaluate and review budget requests, allocating \$162,200 to 40 clubs for FY17, and allocating money to clubs from the national travel fund account. Evaluate and review requests for new club membership, respond to questions and issues concerning sport clubs and make recommendations regarding club and individual member status when disciplinary or conduct issues arise.
- Corvallis Ultimate Board Director (2013-present). One of eight directors for a local non-profit supporting youth ultimate Frisbee and fostering international/national amateur competition. Attend meetings; provide perspective and vote on measures impacting local ultimate community.
- Oregon State University Ultimate Frisbee Club coach (2013-2014). Work with captains to create practice plans. Lead and execute practices and tournaments. Assist in team strategy and network with local community for additional playing opportunities.
- Corvallis Ultimate Frisbee Club captain (2011-2014). Assist in running practices and organizing attendance at tournaments. Attend meetings to discuss team strategy to help develop player's skill and knowledge.
- University of Maryland Ultimate Frisbee Club member (2007-2010). Use time management skills to balance my roles as a student, employee, and member of a sport club team. Attend weekly meetings outside of practice to assist in planning and discussion of team outlook. Help with recruitment and retention of new players; teach rules and strategy.