

- Developed and presented programs to instill academic achievement, life skills, and social issue awareness
- Maintained personal relationships with each resident, providing them resources specific to their needs
- Collaborated with staff and other on- and off-campus resources to meet the needs of residents
- Planned and promoted programs for up to 500 residents to attend
- Valued the importance of working closely with coworkers and collaborating with campus resources
- Learned the skills to conduct effective mediations
- Improved critical thinking skills, especially in response to emergency situations
- Facilitated intercultural training for new resident assistants
- Organized and advertised successful community and campus-wide programs
- Advised students on a variety of academic and personal issues
- Directed educational, service, and social interactions/programs for 1st and 2nd year residents to build a safe, academically constructive, and engaging community
- Served as a resource for residents facing technical, social, and academic obstacles
- Worked alongside numerous professors administrators, and student leaders/groups
- Developed education and social programs for residents
- Enforced rules and regulations within the living community
- Assisted in education, personal/social struggles of my residents
- Served as a role model for the university
- Developed and presented programs to instill academic achievement, life skills, and social issue awareness
- Maintained personal relationships with each resident, providing them resources specific to their needs
- Collaborated with staff and other on- and off-campus resources to meet the needs of residents
- Mentored college freshmen in Academic Success, Intercultural Diversity, and Citizenship
- Demonstrated time management to effectively balance RA position and college coursework
- Maintained positive living environment through community building and consistent discipline
- Volunteered with residents in the greater Grand Rapids community
- Worked with colleagues to improve the living community and individual resident success
- Participated in semiannual training and monthly in-services to continue to stay current on critical issues facing college students
- Promoted a safe and proactive environment for residents across academic, social, and wellness settings
- Designed programs, performed rounds, and acted as both a role model and friend to fellow peers
- Directed educational, service, and social interactions/programs for 1st and 2nd year residents to build a safe, academically constructive, and engaging community
- Served as a resource for residents facing technical, social, and academic obstacles
- Worked alongside numerous professors, administrators, and student leaders/groups
- Fostered open and welcoming community for residents
- Planned regular programming for residents that was fun, community-focused, and educational
- Coordinated intercultural, social, and academic programs for first-year residents
- Enforced all university policies and regulations
- Responded to emergencies and managed crisis situations within assigned area
- Supervised a community of over 700 students with other resident assistants.
- Created and implemented educational programs that reflected the needs and interests of community residents.
- Attended monthly professional development opportunities.
- Planned and implemented programming for freshman and upperclassman communities
- Mediated in conflicts to provide support and supervision of campus residents.
- Assisted with administrative, academic and non-academic issues and programs at GVSU.
- Leadership- organized, problem solved, implemented programming, safety standards etc. for 300+ residents.
- Cultivated relationships with 190+ residents in residential communities



- Coordinated and implemented programs that fostered diversity, critical thinking, relationships, and sustainability Mediated and resolved student conflicts and emergencies
- Upheld floor rules and enforced university policies
- Assisted in university recruitment and mentor opportunities
- Challenged and Motivated students through in depth conversations and discussions
- Ensured safety and handled confidential materials
- Fostered an atmosphere for academic, social, cultural, and emotional growth
- Organized and prioritized time management
- Facilitated staff discussions about professional development
- Successfully conceptualized, created and implemented events and programs
- Demonstrated customer service in a fast paced environment
- Fostered community and built relationships with over 170 Honors and non-Honors residents by developing and facilitating programs, and cultivating a diverse and inclusive environment
- Served as resource to respond to residents' academic, personal, and social questions/concerns
- Connected effectively with university staff regarding resident and facilities issues regularly
- Demonstrated appropriate residential behavior and responded to adverse crisis situations
- Influenced and counseled first year RAs, particularly as an Academic and Intercultural Mentor RA
- Contributed to a positive community living experience by serving as a campus resource for first- year students
- Coordinated a variety of social and academic activities for residents; conducted event planning/advertising for activities ranging from five to 70 attendees.
- Ensured Grand Valley housing guidelines were being adhered to by residents
- Created Bulletin Boards that presented educational aspects of college life
- Followed up on work-order requests and other miscellaneous administrative duties
- Oversight of residents ensuring they are developing as a student at GVSU, planning and executing educational programs for
 residents to attend, designing and displaying an educational bulletin board for residents to enjoy, building relationships with
 freshman residents and offering advice as a mentor.
- Assisted students in the transition from high school to college while also creating and implementing educational/enriching programming.
- Plan and execute educational and social programs in campus living centers
- Diffuse resident disputes and address resident concerns
- Direct residents to campus resources for additional advice and aid
- Supervised students in a residential community while upholding university regulations and policies
- Maintained close communication between fellow resident assistants and supervisors
- Created and implemented educational programs which covered cultural awareness, citizenship and critical thinking
- Counseled residents, mediated conflicts, responded to emergency situations
- Performed administrative tasks such as writing weekly reports, incident reports and room inventories
- Programming- Planned and implemented educational programs for 260-540 residents while collaborating with campus offices to assist with programming efforts
- Duty (Campus Security Authority)- Served as first responder for emergency situations on-campus
- Collaborated with campus partners such as the police department, the counseling center, and the graduate assistant on duty
- Focused on the safety and the security of the residence hall while also responding to resident needs and concerns\
- Residents- Conversed with residents about academics, personal situations, and living situations
- Administrative- Handled confidential materials during move-in/move-out for 260-540 residents
- Submitted program proposals and evaluations, as well as duty logs
- Staff Interaction & Development- Participated in personal and professional development activities such as StrengthsQuest
- Interviewing- Assisted Living Center Directors and Graduate Assistants in the process of interviewing perspective students of the Resident Assistant job
- Mentorship- Participate as a mentor to co-RAs and residents in the community



- Responsible for development of the community by working with residents to accommodate varying lifestyles and backgrounds
- Rationalized the delivery of event programs through new collaborations and partnerships with campus organizations/offices
 and staff members/residents to incorporate co-curricular programming efforts that foster social and academic development
 for over 250 residents.
- Participated in interviewing, evaluations, and assessments of potential candidates.
- Mentored, advised, counseled, and served as a role model for more than 60 freshmen students
- Created programs for the building and community
- Participated in duty rounds to enforce department and university policies
- Building relationships; building a strong and inclusive community; implementing intentional programs for a specific
 community of students, enforcing governmental, university, and housing policies and expectations fairly and justly;
 collaborating with fellow staff for optimal student experience
- Providing a safe and fun atmosphere for students in which to live and interact. This includes planning community activities,
 facilitating the students finding appropriate campus resources to support them when they need it, and being a reliable support
 when a student does not know where else to turn.
- Facilitated community development of ninety-two residents through co-curricular programming that fosters social and academic success
- Enhancing professional development in critical and creative thinking, communication, collaboration, social responsibility, sustainability, and citizenship
- Collaborating with staff members to ensure the safety, security, and personal well-being of all residents
- Worked with other staff and residents to establish a sense of community in residence halls
- Participated in campus-wide programming through collaborative efforts with Student Life
- Planned monthly programming opportunities to educate residents and to build relationships
- Connected students to organizations based on their interests and their area(s) of study
- Enforced and upheld rules of Housing and Residence Life in a live-in, on-duty capacity
- Contributed to Resident Assistant training initiative through training committee involvement
- Creating a living community to enhance the education of fellow college students.
- Organizing programs to enrich student's college experience.
- Inform students of university resources to ease their college experience.
- Represent and promote the university in a professional manner
- Assist residents with academic, communication, and interpersonal problems
- Create monthly events for students in order to promote self-awareness and academic success
- Remain knowledgeable about the university and community and able to confidently answer questions or find resources to assist students
- Provided 70+ American and foreign students with emotional support and academic advising
- Worked extensively with campus partners to develop, arrange, and execute two activities each month to improve students' on-campus involvement and appreciation for their university.
- Developed communication materials and often utilized innovative outreach strategies to access a wide student population and keep them informed of new opportunities and community events
- Connected freshmen residents to the Grand Valley community through offering monthly socials, cultural programs, and
 educational tools leading to successfully earning the Resident Assistant "Rookie of the Year" achievement for the 2008 2009
 academic year.
- Created a living community through the daily interaction with residents.
- Mentored residents and provided professional and personal development through offering counseling and mediation.
- Served as a liaison between students and other departments, and provided a culturally diverse and safe living experience.
- Effectively demonstrated time management to balance RA position and college coursework
- Maintained a positive living environment through community building and constant resident interaction
- Worked with colleagues to improve the living community and individual resident success



- Participated in semi annual training and monthly in-services to continue to keep informed on issues and events that affected my residents and/or the Greater-Grand Valley student population.
- Collaborated with my staff and other on-and-off campus resources to meet the ever-changing needs of residents. Improved decision-making and critical thinking skills, especially in response to emergency situations.
- Learned the skills to conduct effective mediations to resolve disputes.
- Planned and promoted monthly programs for up to 700 residents to attend.
- Enforced all federal, state and local laws at all times. Enforced all university and department rules and regulations at all times.
- Served in an on-call, 24/7 duty rotation schedule throughout the entire school year, and responded appropriately to crisis situations.
- Trained in crisis management, diversity, and conflict resolution.
- Planned programs to facilitate educational development in the community.
- Planning and facilitating meaningful, engaging active and passive programming
- Building meaningful, positive relationships with residents
- Training in equity, multicultural affairs, community building, conflict resolution, supporting LGBT+ students, suicide ideation, and responding to the needs of students
- Collaborating with peers and supervisors to create a thriving community
- Supervised students in a residential community while upholding university regulations and policies
- Maintained close communication between fellow resident assistants and supervisors
- Created, developed and implemented educational programs which fostered cultural awareness, citizenship and critical thinking
- Create and develop a positive living and learning environment
- Trained in crisis intervention
- Served as a mentor to 60+ residents
- Collaborate and communicate with campus and community partners for programming purposes,
- Participated in training to sharpen interpersonal and crisis prevention skills,
- Served as an on-call emergency contact for residents several times a month
- Facilitated community building of 500 residents through co-curricular programming focused on fostering social and academic success
- Gained professional development skills through critical and creative thinking, communication, social responsibility, sustainability, and citizenship
- Collaborated with staff members to ensure the safety, security, and personal well-being of all residents
- Planned and Implemented programming for freshman and upperclassman communities
- Led organization of a Martin Luther King Jr. Day of Service for living center community
- Resolved conflicts between roommates and other community residents
- Ensured the safety and handled confidential materials for up to 600 diverse first-year residents in assigned living centers.
- Fostered an inclusive atmosphere for academic, social, cultural, and emotional growth through programming, regular consultations with residents and prioritizing time management for conflict resolution.
- Served as first-responder for crisis and emergency phone calls.
- Collaborated with Grand Valley Police Department, Counseling Center, and Graduate Assistant for educational and inclusive resources and programming.
- Demonstrated great customer service in a fast-paced environment.
- Organized and prioritized time management for conflict resolutions and consultants with residents.
- Supervised students in a residential community while upholding university regulations and policies
- Maintained close communication between fellow resident assistants and supervisors
- Created and implemented educational programs which covered cultural awareness, citizenship and critical thinking
- Counseled residents, mediated conflicts, responded to emergency situations
- Performed administrative tasks such as writing weekly reports, incident reports and room inventories