

Mrs. Esra Alexandra Mills

Email: publicity@forhoodscholarship.org

Work Experience:

American Military University

111 W. Congress Street

Charles Town

Charles Town, WV 25414 United States

01/2020 - Present

Hours per week: 40

Senior Manager Military Outreach

Duties, Accomplishments and Related Skills:

Responsible for establishing and maintaining relationships with key influencers to include military education center staff, veteran center staff, current students, and prospective students within the assigned area of responsibility (AOR). Provides the full range of general educational and career development counseling to military and civilian personnel. Manages the Credentialing Assistance program, conducts CA outreach, trained coworkers on Credentialing Assistance, and sends quotes to Soldiers for CA funding. Counsels individuals seeking higher education on career development in efforts to reaching their goals. Assists military personnel and their families to help them develop and achieve a valid military career goal and subsequent civilian occupation. Knowledgeable on theories, principles and techniques of general educational guidance and counseling; in addition, knowledgeable of MOS and other military training as to how the training relates to general educational credit. Presents briefings to individuals and groups (when permissible), counsels & assists current and prospective students, represents APUS at local events and ceremonies and provides information about APUS programs to key military and civilian personnel. Provides face-to-face, phone, and email assistance to current students and prospective students. Attends ceremonies and other events on behalf of APUS and may make presentations of scholarships or other forms of recognition. Assists the Director, in the development and execution of strategies, plans, and objectives, and keeps him/her informed of potential marketing opportunities in assigned area. Conducts educational briefings and periodic briefings for groups or units to inform them of the entire educational program to include GI-Bill benefits, tuition assistance, scholarships, grants, and other eligibility requirements at APUS. Develops innovative ways to get information about APUS to target audiences. Tracks student and prospect interaction in Customer Relations Management tool or similar future Lead Management System tools. Conduct initial contact and advisement to new and persisting students. Provides monthly environmental scan of area of responsibility to include military installations and activity of key competitors. Provides monthly spreadsheet on student and prospect visitation. Helps individuals establish plans for meeting their goals by providing information about available opportunities to include not only technical MOS-related programs, but high school, college, and vocational programs available if the individual desires and capabilities are in these areas. In-depth understanding of student services functions, to include, advising, enrollment

management, career services, etc. In-depth understanding of military voluntary education, Credentialing Assistance and veteran programs. Ability to communicate effectively, orally, and in writing. Monitors progress of individual Soldiers to ensure educational progress. Conducts periodic follow-ups to ensure that individuals are working toward their established career goals as initially developed or if a modification is needed. Organizes resources in the most effective manner to accomplish competing missions. Selected to be a member of the Equity, Diversity, and Inclusion Taskforce. Selected to be a member of the Credentialing Assistance Team. Runs CA reports, conducts outreach and sends CA quotes to new learners daily. Trained coworkers on Credentialing Assistance, created online trainings and updates the CRM.

Supervisor: Earl Edwards (+1 (719) 360-6979)
Okay to contact this Supervisor: Yes

Central Michigan University
802 Industrial Drive
Mount Pleasant, MI 48859 United States

10/2017 - 01/2020

Hours per week: 40

Assistant Director of Recruitment & Enrollment Management
Duties, Accomplishments and Related Skills:

Assisted military personnel and veterans in obtaining their education benefits via Post 9-11 GI Bill and Montgomery GI Bill (MGIB). Taught military personnel how to use GoArmyEd by helping them navigate through the portal to setup education accounts. Provided informational, diagnostic, and educational counseling to military personnel in helping them develop and achieve valid military career goals and prepare them for transitioning into civilian sector. Guided military and civilian personnel in the application and admissions process to college. Advised Soldiers, Veterans, and Family Members enrolling them into Central Michigan University's graduate degrees and graduate certificates. Counseled students to help them make the right decision and choose the correct graduate degree concentration that suits their educational needs and supports their career development. Monitored progress of students' course plan to ensure a timely graduation. Responsible for student retention, effective and efficient management of day-to-day operations, and coordination and administration of face-to-face and online programs offered through the University's off-campus program location. Delivered excellent customer service to students, faculty, CMU staff, Education Service Officers, on-campus departments, and facilities managers. Assisted in development and implementation of recruitment programs to recruit prospective undergraduate, transfer, and graduate students for the University. Managed an assigned recruitment region by actively traveling to local and/or out-of-state high schools, two year colleges, and military base locations to provide admission services to include meetings with counselors, education officers, and prospective students; coordinating alumni-admission functions, attending college fairs, and maintaining regular contact with prospective students, applicants and other key stakeholders. Represented the University as the

undergraduate and graduate recruitment representative in assigned region as well as create and implement recruitment and outreach plans for those areas. Developed comprehensive plans for travel and outreach based on the University strategy of recruiting a highly diverse and talented applicant pool. Facilitated meeting, workshops and special events to promote the University's admissions recruitment plan. Exceeded assigned enrollment region recruiting goals. Represents CMU in assigned region at recruitment events, education fairs, trade shows, and other events. Conducted education briefings and presentations on behalf of the University to Soldiers, civilians, and Veterans on the installation and off post. Uncovered solutions to issues facing the college or organization and identifies ways to market CMU programs and channels more effectively to our target population and implement those solutions through specific outreach strategies. Scheduled events and drives qualified inquiries and enrollments via face-to-face interaction with students. Worked collaboratively with regional manager as "feet on the ground" to gather competitive information within region and identify trends. Developed and establishes visiting school status agreements for military installations around the region. Served as the CMU visiting school representative to visiting school status military installations as appropriate. Initiates contact to Soldiers, Veterans, and Civilians during Outreach events. Implements and strategizes marketing opportunities. Provided student services including but not limited to applications, enrollment, program planning and course information. Supported Soldiers with the process of Tuition Assistance, GoArmyEd, and Education Benefits for Dependents. Handled data entries into the University's own online systems and platforms, such as uploading and entering files into accounts. Communicated with main campus daily via Email, phone or BlueJeans. Shared US West Operations Manager status updates on past, current, and future Fort Riley activities and opportunities to maximize enrollment. Provided clarification and interpretation of University procedures regarding admission, transfer credit, and curriculum and graduation requirements. Partnered with other CMU Global employees to improve the employee handbook and update the websites.

Supervisor: Dan Maloney (989-774-2146)

Okay to contact this Supervisor: Yes

The University of Oklahoma at Fort Benning

300 Kellogg Drive

Norman, OK 73072 United States

11/2015 - 09/2017

Hours per week: 40

Site Director

Duties, Accomplishments and Related Skills:

Designed students' Degree Plans and advised Soldiers, Veterans, and Family Members enrolling them into The University of Oklahoma's graduate degree in Human Relations and/or graduate certificates. Initiated contact to Soldiers, Veterans, and Civilians during Outreach events. Conducted briefings to dozens of soldiers, veterans, civilian employees. and military spouses. Managed Social Media Accounts. Provided student

services including but not limited to applications, enrollment, program planning and course information. Supported Soldiers with the process of Tuition Assistance, GoArmyEd, and Education Benefits for Dependents. Handled data entries into the University's own online systems and platforms, such as uploading and entering files into accounts and changing, doing over-rides. Communicated with main campus daily via Email, phone or Skype. Provided Director or Assistant Director periodic status updated on past, current, and future Fort Benning site activities. Provided clarification and interpretation of University procedures regarding admission, transfer credit, and curriculum and graduation requirements. Wrote student manual for students' new online learning platform ONE. Coordinated and collaborated for Marketing activities to promote Advanced Programs for the Fort Benning site. Facilitated meetings, workshops, public service seminars to promote the University.

Goethe-Zentrum Atlanta

Colony Square, Plaza Level
Suite 561
Atlanta, GA 30361 United States

04/2015 - 04/2017

Hours per week: 6

German Teacher and Project Manager

Duties, Accomplishments and Related Skills:

Taught the Corporate German Class at Porsche Cars North America, Atlanta. Implemented and evaluated tests to determine language proficiency levels (written and orally). Taught German on different levels to adult learners, professionals, and children. Taught at the German Immersion Day from the University of North Georgia's Federal Services Language Academy Summer Program. Maintains contact with students through the online learning platform
Initiated and maintained communication with cultural centers, museums, and university professors in Germany and the US to plan events and an exhibition for the 40-year-anniversary in 2016. Developed and coordinated events. Worked with volunteers and interns who worked on the same project.

Supervisor: Miriam Bruns (404-892-2388)

Okay to contact this Supervisor: Yes

MES Corp.

8150 Marne Road
Fort Benning, GA 31905 United States

05/2015 - 10/2015

Hours per week: 35

Multi Learning Facility Coordinator at ACES Fort Benning

Duties, Accomplishments and Related Skills:

Assisted Soldiers, Veterans, and Family Members daily, connecting them with local and national resources to advance their educational opportunities. Taught military personnel how to use GoArmyEd by helping them navigate through the portal to setup education accounts. Assist prospective students in applying for the Free Application for Federal Student Aid (FAFSA). Screened initial contact with Soldiers, Veterans, and Family Members to assess their needs in education and navigating the GoArmyEd Portal System. Guided military and civilian personnel in the application and admissions process to college. Gathered information about the individual and recommend testing to benefit their educational needs or interests. Handled over 50 phone calls daily from individuals seeking information and needing assistance from Education Counselors. Assisted Soldiers with the process of Tuition Assistance, GoArmyEd, and Education Benefits for Dependents. Provided information on colleges and universities, scholarship opportunities, and local community education support services. Handled numerous data entries for Soldiers, such as inprocessing and outprocessing from Fort Benning, uploading and entering files into accounts and changing home schools and degree plans.

Supervisor: Shannon Gardner (706-545-7397)

Okay to contact this Supervisor: Yes

Language Plus Inc.

110 Rio Bravo St, Ste 202

El Paso, TX 79902 United States

04/2014 - 03/2015

Hours per week: 20

ESOL Instructor and Administrative Assistant

Duties, Accomplishments and Related Skills:

Taught English as a Foreign Language to international students and adult learners to prepare them for the TOEFL-Test. Organized fieldtrips with students to offer cultural experiences. Handled phone calls from individuals seeking information about language classes. Attended the Annual Conference of the Accrediting Council for Continuing Education and Training in 2014 and briefed the school staff about the program and workshops

Supervisor: Connie Gyenis (915-346-9863)

Okay to contact this Supervisor: Yes

Eberhard Karls University Tuebingen

DIV III: German as a Foreign Language and Intercultural Affairs

Wilhelmstrasse 22

Tuebingen, Germany

04/2012 - 07/2013

Hours per week: 20

Student Assistant

Duties, Accomplishments and Related Skills:

Advised and assisted international students about language programs and classes. Managed the team, trained new student assistants, organized schedules, implemented monthly team meetings. Handled phone calls from students seeking information and needing assistance from German instructors. Enrolled and dis-enrolled international students and handled numerous data entries. Handled daily calculations of bills and deposited them. Maintained communication with other University departments via phone and email correspondences. Managed the language tandem program with local German students and international exchange students. Assisted the Fulbright Commission teacher exchange coordinator with planning and organizing the program schedule. Accompanied U.S. teachers on their field trips and meetings with the Baden-Wuerttemberg State Department for Education.

Supervisor: Donato Tangredi (+49-(0)7071-29 77 407)

Okay to contact this Supervisor: Yes

Education:

The University of Oklahoma Norman, OK United States

Master's degree 8 /2017

GPA: 4.0 of a maximum 4.0

Credits Earned: 36 Semester Hours

Major: Human Relations **Honors:** Summa Cum Laude

Relevant Coursework, Licenses and Certifications:

Completed the Practicum in Human Relations at the Fort Benning Army Continuing Education Services. For the required six credit hours of practicum, each student must complete 450 clock (work) hours of internship activities.

The University of Oklahoma Norman, OK United States

Professional degree (e.g. MD, JD, DDS) 8 /2017

GPA: 4.0 of a maximum 4.0

Credits Earned: 15

Major: Human Resource Diversity and Development

Relevant Coursework, Licenses and Certifications:

Graduate Certificate

Eberhard Karls Universitaet Tuebingen Tuebingen, BW Germany

Bachelor's degree 1 /2015

GPA: 3.41 of a maximum 4.0

Credits Earned: 116.5 Semester Hours

Major: American/ English Studies **Minor:** German Studies

Job Related Training:

Introduction to VA and Education Benefits in the VBA Training and Performance Support System for School Certifying Officials.
 Completed: April 26, 2018

Student Success Coach Training, Central Michigan University.
 Completed: July 2018

Language Skills:

Language	Spoken	Written	Read
German	Advanced	Advanced	Advanced
French	Novice	Novice	Novice

Affiliations:

1SMC "Gold Lions" Family Readiness Group - Key Caller/ Volunteer

References:

Name	Employer	Title	Phone	Email
Dr. Grey Edwards (ret.) (*)	Army Continuing Education Services Fort Benning	HUB Chief (ret.)	239-300-5722	grey_edwards@hotmail.com
Hillary Bailey (*)	Army Continuing Education	Lead Education	717-216-6405	hillary.bailey@usma.edu

Name	Employer	Title	Phone	Email
	Services West Point	Services Specialist		
CW4 Anthony Adams (ret.) (*)	United States Army Warrant Officer Career College	Senior Instructor Writer	706-577-9452	tonyandbine@hotmail.com
Jemalin Hall (*)	Department of Defense	Education Service Specialist	8087790720	Jemalin.i.hall.civ@mail.mil
Tiffany Stevenson (*)	Army Continuing Education Services Fort Carson	Guidance Counselor	678-699-9738	tiffany.m.stevenson6.civ@mail.mil