Alexis Nicole Graham

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SUMMARY

Highly motivated, and strategically driven recruiting professional with proven success in hiring and sourcing, project management, process improvement and training implementation for numerous Universities across the country, including Georgetown and Fordham University. Articulate communicator, adept at cultivating and establishing professional relationships with individuals at all levels and fast- changing environments, looking to expand upon prior experience, education, & passion for People Operations to continue to grow professionally. Expert at implementing & creating solutions to complex problems. Willing to relocate.

EDUCATION

**PhD in Industrial/Organizational Psychology** July 2020- Present

*Capella University*, Minneapolis, Minnesota

* Concentration in Coaching
* Maintaining a 4.0 GPA
* Psi Chi International Honor Society in Psychology Member

**Master of Science in Psychology**  March 2016-December 2018

*Southern New Hampshire University*, Manchester, New Hampshire

* Maintained a Cumulative 3.8 GPA

**Bachelor of Science in Psychology** August 2010– May 2014

*Mount Saint Mary’s University*, Emmitsburg, MD

PROFESSIONAL EXPERIENCE

***2U, Inc., Lanham, MD***

***2016 - Present***

Corporate Recruiter (July 2021 – Present)

* Developed recruiting strategies to identify qualified candidates through recruiting software such as LinkedIn, Greenhouse, Career Builder, etc.
* Utilized various sources including Career Builder, LinkedIn, and various diverse job boards, to directly drive diversity within the company.
* Worked with Hiring Managers of all levels (entry, mid and senior) to ensure that processes were equitable and fair for all candidates placed in Bootcamp Admissions and Student Support positions.

Senior Student Success Advisor (April 2021- July 2021)

* Continued the duties listed below as a Student Success Advisor II
* Work on high level projects that directly influenced the scalability of the program from a leadership position
	1. Revamped the onboarding webinar series to include more inclusive aspects like closed captioning and virtual hallways sessions, then trained my team (5 people) to execute each webinar independently, using the processes that I created and outlined.

Student Success Advisor II (Feb 2020–April 2021)

* Guide Masters students to graduation through intentional implementation of meetings and activities that cultivate various forms of student engagement
	1. For 3/4 terms, I have held the highest onboarding number, coaching between 50 - 100 students through all aspects of onboarding and compliance.
* Implemented and managed projects to help scale the program and support students’ needs long term
	1. Partnered with the academic Advising team at the University (the first partnership of its kind since the launch of the program) to create and host an optional Unconscious Bias training for new students
* Serve as a conduit for connecting students to faculty mentors/advisors and empower them through critical reflection of academic, career, and life goals
	1. Remained in cadence for the month of march, connecting with over 90% of students during the month (about 200 total students) and ensure that they have the resources they need to feel supported and be successful.

Admissions Manager I (Oct 2017–Feb 2020)

* Creatively motivated 3 separate teams of 16 total Admissions Counselors to achieve quarterly performance goals by ensuring that they had the resources, reports, and processes necessary to obtain and maintain success
	1. doubled projection expectations for two programs over 2 terms and exceeded projections for a third program quarterly
* Collaborated with various stakeholders across 2U organizations as well as University partners on projects to ensure polices, processes, and data analysis were up to par with the market and their expectations.
	1. Tracked, analyzed, and reported various metrics and conversions in relation to engagement and recruitment for university partners in formal meetings weekly and via email communication daily to ensure program scalability.
* Provided onboarding training for new admissions counselors as well as new Admissions Managers and identified and corrected any gaps in skills
	1. Mentored 5 Sr. Admissions Counselors to prepare themselves for management roles. 3 of them were promoted into Management positions under my guidance.

Senior Admissions Counselor (Jan 2017–Oct 2017)

* Performed pipeline management reviews for the admissions counselors on the team to help them achieve quarterly goals
	1. Directly responsible for creating the project that resulted in the pipeline management process that is still used, to this day, by the GW MPH team.
* Provided ongoing training for new hires and other admissions counselors on the team
	1. Was responsible for the creation of the training of 5 new admissions counselors as well as the creation of the training process as well as materials.

Admissions Counselor (Oct 2016–Jan 2017)

* Established rapport with potential master’s students while guiding them through the entire preregistration and registration process of the program
* Obtained and achieved measurable results in a deadline driven environment
	1. Managed to achieve 85% to Goal or higher to my registration goal every term with the team
* Completed various special projects assigned by admissions managers and the director
	1. Collaborated with the management team to create the HealthInformatics@GW Website, to streamline the call cadence on the team which raised the enroll to reg goal by 15% the following term, as well as to facilitate a seamless merge between the HealthInformatics@GW team and the MPH@GW team by hosting trainings

SKILLS

Microsoft Office • G Suite • Salesforce • Tableau • Slack • Greenhouse • Workday• Agile • Jira

Superb communication skills • Evergreen • Pipeline management •Canva • Project planning & management • Python• R • SPSS

CERTIFICATIONS

Foundational Coaching Certification

*2U, INC, Lanham, MD*

November 2020

VOLUNTEERING

**Student Engagement Diversity & Inclusion Steering Committee**

Hiring and Sourcing Committee Co-chair

*2U, INC.*, *Lanham, MD*

* *Serve as a liaison between the leaders of the company and the Student Engagement Department*
* *Work closely with leaders at the management level to train against bias practices in hiring*
* *Facilitate conversations amongst the Student Engagement Department regarding numerous issues surrounding Diversity and Inclusion.*
* *Assist Student Engagement Leaders with ensuring practices are fair across the board.*

**Diversity Services Network**

 *2U, INC.*, *Lanham, MD.*

* + Work with graduate level students to provide one on one coaching
	+ Coach students through dilemmas related to various diversity topics.
	+ Partner with leaders within the company to train on handling and managing difficult conversations, like these, properly.

ACHIEVEMENTS

Member of the National Society of Leadership and Success Aug 2017–Present

Psi Chi International Honor Society in Psychology Member May 2021 - Present