

# Georgia L. Flores

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## EDUCATION

<b>Master of Arts in Special Education</b> <i>University of Texas Permian Basin, Odessa TX</i>	May 2022
<b>Master of Arts in Human Services Counseling</b> <i>Liberty University, Lynchburg VA</i>	February 2017
<b>Master of Science in Management</b> <i>Troy University, Troy, AL</i>	June 2007
<b>Bachelor of Arts in Education</b> <i>Columbia College, Columbia MO</i>	May 2005

## HIGHLIGHTED Leadership Trainings and Awards

• NISOD Excellence Award	2023 Recipient
• NCCHC Dr. Ted Martinez, Jr. Leadership Fellows Program	September 2022
• Advanced Leadership Development Course	March 2022
• District-Wide Employee of the Month	May 2020
• Alamo Colleges Leadership Academy for Success (ALAS)	March 2020
• NLC Employee of the Month	February 2020

## PROFESSIONAL EXPERIENCE

### Northeast Lakeview College

Director of Advising

July 2020-present

- Leads a team through transformational leadership in order to deliver student success from Connection, Entry, Progress, Completion, and Transition utilizing ACD's MyMap framework
- Planned and conducted NLC's first Transfer Commitment Ceremony in Spring of 2022
- Serve on several cross-District committees and Tiger Teams for implementation of new initiatives and innovativeness of AlamoADVISE and AlamoENROLL
- Work in partnership with Academic Success to ensure Student Success
- Played a role in the creation of the Tiered Advising Model that was approved by the board in July 2022
- Ensure consistency with student pathways by assisting in the design, implementation, and sustainability of AlamoADIVSE and AlamoINSTITUTES
- Collaborate with Alamo Colleges District to ensure clarity of Career Pathways, Transfer Advising Guides and pre-major maps
- Play and significant role in persistence and retention by understanding student needs and the

- benefits of student engagement and referrals when needed
- Guarantee connection and oversight of High School Program Advising by way of alignment with AlamoEnroll, AlamoADVISE, and AlamoINSTITUTES
- Collaborate with Academic Success on the QEP subcommittee to provide a robust First Year Experience course that would orient students to the responsibilities, behaviors, expectations, and benefits associated with a successful college experience
- Prepare, recommend, and assure conformance with Advising budget
- Oversee the proper and appropriate usage of funds, equipment and supplies
- Set and implement unit goals to coincide with College Strategic Plan and evaluate success
- Hire, train, supervise and evaluate team
- Conduct corrective action and coach team for success
- Provide professional development for team to ensure their success in supporting students
- Collaborate with Advocacy Center to ensure student needs are met and accommodated
- Support Veteran Center with Advising and staff

### **Northeast Lakeview College**

Advising Team Leader

June 2019-July 2020

- Led, developed, and evaluated a team of 18 Certified Advisors, 3 Peer Advisors and support staff in the delivery of a comprehensive student advising model across the Alamo Colleges District
- Led team on graduation and retention procedures and processes to ensure that students are successful in college and graduate on time
- Collaborated with District Transfer Team to ensure transfer guides and transfer guidelines are conveyed to the team to include 2+2 programs, course articulation, and advising
- Supervised online advising services, procedures, processes and training to ensure quality online services for students
- Led, developed, coordinated, and evaluated NLC's first online New Student Orientation Group Advising via Zoom
- Collaborated cross District on the Academic Dismissal Committee to ensure proper guidelines were adhered by for Academic Dismissal petitions at NLC for students and advisors
- Assist in leading, developing, coordinating, and evaluating remote work for advisors and peer advisors to ensure no interruption in the delivery of quality services to students during COVID-19
- Assisted DOAs with development of weekly email/text to advisors during COVID-19
- Interpreted policies, implemented strategies and assisted in the development and administration of short- and long- term goals and objectives
- Assisted with setting unit goals and program plans and implemented and evaluated success while streamlining processes in changing environment
- Collaborated with data analyst, directors, and other stakeholders in analyzing reporting and planning and executing actions necessary to enhance student success
- Liaison between students, staff, faculty and administrators
- Provide referral services for students
- Coordinated case/project management including initiating, training, advocacy and records oversight
- Assisted with oversight of proper and appropriate usage of funds, equipment, supplies, etc. for department budget
- Promoted Strategies of Behavioral Intervention (SOBI) to provide safety for students, staff, and faculty

- Coordinated academic advising for individuals and groups
- Informed faculty and supported students in academic progress services such as early alert
- Hired, trained, supervised and evaluated team of Certified Advisors
- Conducted corrective action and coached team for success

### **Northeast Lakeview College**

*Instructor for Learning Framework*

Fall 2019-present

- Instruct a classroom of up to 30 students in research and theory in psychology of learning, cognition, motivation, factors that impact learning, and application of learning strategies
- Maintain gradebook and Canvas classroom to allow students to stay up to date on their progress
- Facilitate classroom discussions amongst students on topics relevant to course of study
- Attend professional development for adjust faculty to ensure up to date teaching practices are implemented
- Collaborate with faculty and staff across different academic disciplines and student-support services
- Learned the needs and serve as advocate for new students

### **St. Philip's College**

*Sr. Advisor-Military*

August 2017-May 2019

- Provided advising to students and groups from entry to completion; provided career/pathway exploration and career planning
- Provided degree plans for core, major and transfer students; implemented the academic advising strategies and achievement of student success learning outcomes
- Provided recruitment and outreach services to students to include providing financial aid and scholarship guidance and assistance
- Performed Records Management – Degree/Certification Plan, supported course substitution and equivalency process; supported the management of college applications and transcript process
- Evaluated and interpreted unofficial High School/College transcripts and test scores
- Supported Graduation Initiatives through communication, activities, and building awareness
- Served as liaison between students, staff, faculty, and administrators; provide referral services for students
- Lead in the delivery and coordination of special projects such as Veterans Day and Memorial Day Ceremonies for both campuses

### **Our Lady of the Lake University, San Antonio, TX**

*Academic Counselor*

February 2016-August 2017

- Advised on course selection, registration procedures, academic skills assessment, interest analysis, goal setting, general education curriculum, and academic major selection
- Provided mid-term and end of term academic visits with advisees as well as intermittent needed intervention including monitoring early alerts and semester grades
- Liaison for student referrals to on-campus and off-campus offices/student services; communicated effectively with campus co-curricular organizations and key administrative offices
- Established and maintained individual student profiles and records both electronically and hard

copy files

- Counseled students on academic probation and assist students to develop academic success plan for retention support services operations
- Coordinated and evaluated the Academic Dismissal and Financial Aid appeals processes and procedures to assist students
- Provided unofficial transcript evaluations and complete degree plans with freshman and transfer students
- Advised students on career planning, career skills development, internship opportunities and career searching strategies
- Coordinated career events such as career fairs, panels, workshops, and related career/testing events
- Coordinated Student Success Events

### **Our Lady of the Lake University, San Antonio, TX**

Applications of Learning Instructor

Fall 2017

- Taught First-Year college prep curriculum covering transition issues, learning strategies, career exploration, diverse learning communities and personal development
- Developed lesson plans and instructional material in blackboard
- Maintained students' grades and assignments in blackboard
- Learned the needs and served as advocate for new students
- Served as a role model exhibiting enthusiasm, motivation, and involvement around campus and community
- Collaborated with faculty and staff across different academic disciplines and student-support services

### **Serco, Inc., Camp Arifjan, Kuwait**

*Contractor Installation Manager-Career Counselor/Advisement*

November 2013-October 2015

- Managed day to day operations of office and staff in a highly demanding and critical environment to support services members deployed overseas
- Oversaw coordination projects and assignments to include researching, writing, providing analysis, managing deadlines, and maintaining confidentiality of sensitive information
- Analyzed and developed monthly and quarterly center reports and distributed to executive leadership
- Counseled service members on future academic goals and plans to include evaluation of Joint Services Transcript (JST) and previous college credit
- Conducted Military Crosswalk Workshops utilizing O\*Net to evaluate Service Members Military Occupation Specialty (MOS) experience in relation to civilian careers
- Provided career exploration and career planning to assist with a seamless transition from military to civilian career fields
- Assisted with completion of college admission applications, letters of recommendations, and FAFSA applications
- Coordinated events for deployed service members such as virtual job fairs and interviews
- Oversight of budget development and budget management

**Serco, Inc., Fort Bragg, NC**

*Military-Career Counselor*

August 2012-October 2013

- Provided direct services to transitioning military personnel, Army civilians, veterans and their family members
- Provided career exploration and career planning to assist with a seamless transition from military to civilian career fields
- Advised Service Members on future academic goals and plans to include evaluation of Joint Services Transcript (JST) and previous college credit
- Conducted Military Crosswalk Workshops utilizing O\*Net to evaluate Service Members Military Occupation Specialty (MOS) experience in relation to civilian career
- Provided career exploration and career planning to assist with a seamless transition from military to civilian career fields
- Assisted with completion of college admission applications, letters of recommendations, and FAFSA applications
- Coordinated events for deployed service members such as virtual job fairs

**Jones International University, Centennial, Co**

*Military Education Liaison-Academic Counselor/Advisement*

April 2010-March 2011

- Developed relationships with Education offices for all branches of the Military in the Mid-Atlantic region
- Attended Education events and Job Fairs to Market University
- Counseled first time in college and transfer students on degree plans for core, major and to include Joint Services Transcript (JST) and all previous college credit
- Provided counseling to active duty, veterans and family members
- College Recruiter for the Atlantic Region

**Methodist University, Fort Bragg, NC**

*Director of Fort Bragg Office*

October 2009-March 2010

- Collaborated with Faculty and Staff to assist in the development and implementation of goals, objectives, policies, and priorities
- Advised first time in college and transfers students from entry to completion on degree plans
- Conducted evening admissions and registration, course selection and advisement
- Worked in collaboration with Education Center on military installation
- Supported active military members, family members, dependents and veterans
- Supervised office staff and work study students
- Assisted with graduation initiatives through communication, activities, and building awareness
- Communicated project and program information to internal and external customers
- Coordinated events such as advising, career and student development
- Developed site course schedule to be offered per term
- Prepared, recommended, and assured conformance of budget to ensure oversight of proper and appropriate usage of funds, equipment, supplies, etc. for office