

Lynda Gates
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HIGHLIGHTS OF QUALIFICATIONS

Exceptional communication and interpersonal skills
Experienced supervisor and mediator
Proven record of reliability, responsibility, and efficiency
Sharp and creative in problem solving and needs assessment
Excellent oral and written communication skills
Tactful when dealing with general public, customers, and colleagues
Personable, articulate, and professional in appearance and manner
Highly developed sense of humor

EDUCATION

Master of Arts, Counseling, MIDWESTERN STATE UNIVERSITY, Wichita Falls, TX, August, 1999.

Bachelor of Arts, Secondary Education (Language Arts and Oral Communications), MARSHALL UNIVERSITY, Huntington, WV, December, 1992.

PROFESSIONAL EXPERIENCE

Assistant Director, Student Life

05/03 – present

Collin County Community College District

- Creatively develop, coordinate, promote, implement, and evaluate several Student Life program areas across the District, and ensure a comprehensive program at campus.
- Work in conjunction with faculty, deans, staff, and Director, Office of Student Life to develop programs that compliment classroom learning.
- Negotiate contracts with external/internal agencies/individuals for Student Life speakers, entertainment, cultural, educational, civic, and leadership programs.
- Supervise daily operations of home campus including the office and ID card production.
- Assist with office coverage and supervision at other campuses, as needed.
- Interview, hire, train, supervise, and evaluate personnel within Student Life at home campus.
- Coordinate training for new full-time staff.
- Facilitate student assistant training each fall and spring semester.
- Assist in developing and maintaining training manual and educational resources.
- Work with the Vice President of Student Development, Provosts, Deans, Directors, and Faculty to develop, implement, and refine the Student Leadership Academy (SLA).
- Coordinate and market the recruitment and selection of students for the SLA.
- Interface with SLA faculty to creatively implement course goals and objectives (i.e. scheduling of speakers, coordination of activities, creation of class documents, etc.)
- Collaborate in the planning, marketing, and operation of Student Life sponsored theme weeks including: Welcome Week, National Collegiate Alcohol Awareness Week, Safe Spring Break, and Diversity Awareness.

Assistant Director, Student Life, continued

- Assist with the production, advertising, editing and/or distribution of *CCCCD Student Handbook*.
- Fulfill duties of the Director, Office of Student Life in her absence including attending meetings and conferences.
- Develop and present workshops to student leaders, to student organizations and at professional conferences.
- Assist with departmental budget preparation.
- Represent Student Life by serving on at least one college task force or committee.
- Represent District in Texas Leadership Consortium (TLC).
- Supervise Student Life Assistant I and Student Assistants.
- Evaluate long- and short-term implications of decisions and events.
- Motivate, delegate, and coordinate individuals of equal or upper levels.
- Create an atmosphere of mutual trust and accurately assess the feeling of others.

Admissions Representative

09/02 – 05/03

Keller Graduate School of Management

- Schedule and conduct Admissions Interviews
- Schedule and administer Admissions Tests
- Schedule Open Houses and Math Reviews
- Career counseling
- Enroll students

Managing Director

07/00 – 09/02

Collin County Community College District Foundation, Inc. d.b.a. College Place Apartments
Managing Company: Century Campus Housing Management

- Supervise Assistant Director, Maintenance Supervisor, and Community Assistants
- Evaluated and assigned on-going and special tasks to all employees
- Training and in-services
- Managed resident database/financial files
- Managed \$960,000 accounts receivables budget
- Managed \$360,000 accounts payable budget
- Facilities management of six apartment buildings and one Clubhouse
- Contract Administration
- Solicited and analyzed vendor bids
- Supervised Lease Contract Policies

Director of Student Residence

01/99 - 07/00

ESS College of Business, Dallas, TX

- Oversaw all concerns of students living in school-sponsored housing
- Arranged and settled roommate selections

Director of Student Residence, continued

- Coordinated move-in procedures
- Conducted new student housing orientation
- Managed utility bill budgets
- Managed all disciplinary processes
- Developed programs to enhance student living
- Maintained the ESS Criminal Acts Monthly Report
- Conducted follow-up on maintenance problems
- Managed apartment leases
- Located additional student apartments as needed

Assistant Director of Housing and Residence Life

01/98 - 11/99

Midwestern State University, Wichita Falls, TX

- Live-in professional in a 277 bed underclassmen, female residence hall
- Managed recruitment and selection of Resident Assistants, Student Assistants, Assistants to the Hall Directors, Graduate Hall Directors, and full-time Hall Directors
- Supervised and staffed four 24-hour customer service desks
- Supervised Assistant to the Hall Directors specializing in Office Management, Scheduling, and Customer Service
- Established staff training format and guidelines
- Conducted all staff training
- Developed successful floor communities through innovative social, educational, and developmental programming
- Revised Housing Employee's Policy and Procedures Manual and Student Handbook
- Created Hall Office Policy and Procedures Manual
- Created "CAB – Classroom and Beyond" – a program for facilitating facility/student interaction outside the classroom
- Established "Little Sibs Weekend" as an ongoing program to bring younger siblings to campus for a weekend

Assistant Director of Housing and Residence Life, continued

- Managed student payroll and programming budgets
- Coordinated building openings and closings
- Evaluated incident reports; conduct discipline meetings; issued appropriate sanctions
- Evaluated Resident Assistants, Student Assistants, Graduate Hall Directors, and Hall Directors
- Planned and directed on-campus special events
- Scheduled and assigned on-call responsibilities; participate in on-call schedule

Hall Director

01/96 - 12/98

Midwestern State University, Wichita Falls, TX

- Live-in professional in a 75 bed upperclassmen, co-ed residence hall
- Supervised three Resident Assistants

Hall Director, Continued

- Programming Coordinator for 26 Resident Assistants and three Head Resident Assistants
- Developed and edited monthly newsletter
- On-call responsibilities

Talent Search Educational Outreach Counselor

09/94 - 12/95

Southern West Virginia Community and Technical College, Madison, WV

- Recruited and selected 200 at-risk high school students from area high schools
- Developed Student Success Series including career planning, study skills, test preparation, and personal development
- Developed Parents Success Series including scholarship application, college application, and federal financial aid
- Assisted with grant writing and administration
- Assisted students in scholarship searches

Adjunct Faculty

05/95-12/95

Southern West Virginia Community and Technical College, Madison, WV

- Taught freshman English class

Admissions Counselor

09/93 - 9/94

The University of Charleston, Charleston, WV

- Monitored matriculation of prospective students from first contact to enrollment
- Advised and guided prospective students from a five state area in admissions procedures and guidelines
- Granted scholarships based on university guidelines
- Planned and executed both in-state and out-of-state recruiting visits

REFERENCES

Both professional and personal references available upon request.