

LACEY J. HENDERSON

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15 years of experience in Higher Education and 3 years specifically in management and leadership with a deliberate passion to engage the student during the learning process

SUMMARY OF QUALIFICATIONS

- Manage and lead a staff of 6 full time and 10 student workers to provide career development programs
- Facilitate over 250 workshops, speaker panels, networking events, and career fairs to serve as a valuable recruiting resource for employers while educating and expanding student knowledge
- Experience teaching at the College level including the College of Business Internship courses
- Visited hundreds of classes to teach career related curriculum and now train and manage others
- Develop and maintain the IE Plan and results using metrics, surveys, and assessments
- Assist in creating and analyzing the first institutions alumni survey to receive data needed for making decisions for programs and services, as well as, collecting data for graduation rates

EDUCATION

Master of Business Administration	Texas A&M University-Commerce	December 2008
Bachelor of Business Administration	Texas A&M University-Commerce	August 2007
-National Dean's 2005 and 2006		
-International Business Studies in London: Summer 2007		

COMPUTER SKILLS

Experience using Learning management systems such as **eCollege, Blackboard, and D2L**

Utilize **Microsoft Excel/Access** to organize and analyze data from student survey and research analysis

Apply **Microsoft PowerPoint** to create and present information to large groups (150+)

Communicate using **Microsoft Word** to report a summary of graduation and placement rates

Operated **VAX/SIS/Banner/C3M** to track and update student information for advising proposes

EXPERIENCE

Director of Career Development	Texas A&M University – Commerce	Dec '17 to Present
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- Review and analyze monthly activity reports, employer evaluations of programs, and student utilization of services data to continually assess the effectiveness of programs offered
- Provide guidance, leadership and training for staff members (6) and student employees (10) while encouraging initiative and independent thinking.
- Manage up to 350,000 yearly budget and structure positions accordingly to continuously pursue excellence in operations and programs while improving satisfaction of staff
- Oversee the content that goes in marketing materials such a career guide, flyers, brochures, social media campaigns, and institutions calendar announcements
- Collects and analyzes data from the graduation surveys and alumni surveys to determine placement trends and career development needs
- Provides leadership, acquisition, and oversight of current career search tools; including technology, on-line recruitment systems, databases, and other resources
- Meet with students, alumni, faculty, staff, and administration to address concerns, answer questions and provide assistance

Career Services Coordinator Texas A&M University – Commerce Sept '14 to Dec '17

- Developed the Distinction in Professional Development for the College of Business students to receive a certification and learn how to prepare and create opportunities for their careers
- Coordinate, schedule, and prepare 12 workshops a semester, 5 speakers series events a year, and other events related to building business outreach and alumni support programs
- Designed and maintain the College of Business Internship program for students to achieve a higher level of experiential learning
- Provide one-on-one consulting while assisting with professional goals and direction
- Manage internship agreements for students to receive credit by managing all college of business internship courses through evaluations and site visits
- Create and maintain marketing material for website, brochures, social media, and posters

Testing Center Clerk Collin College – PRC Testing Center Aug '10 to May '13

- Proctor exams such as correspondence, distance learning, placement, CLEP, and Quick THEA
- Monitor test takers to ensure integrity, and enter/file tests scores in banner system accurately
- Answer student questions about testing procedures, and inform instructors on testing policies
- Train and supervise student assistants with clear and concise direction

Externship Coordinator ATI Career Training Center-Richardson TX Nov '08 – Aug '10

- Taught Career Planning Classes to educate students about resumes, cover letters, and other additional tools for adequate career training
- Placed medical and dental students in a mandatory 5 week externship and monitored site visits
- Networked with potential employers and created affiliation agreement with companies

Assistant Manager Credit Analysis World Finance Corp.-Wylie, TX June '08 – Jan '09

- Approve/deny loans, prepared taxes, and financed appliances and electronics
- Check reports, records, ledgers, and other documents against invoices, receipts, payroll slips, and other source documents
- Reconcile financial reports and balance account activities for office
- Managed delinquent accounts to become current and collect payments for accounts

Graduate Assistant A&M Commerce – Graduate School and Testing Office Jan '05 – June '08

- Supervised tests such as Compass, Clep, THEA, Correspondence, GED, JLE, TExES, CLEP, SAT/ACT, Vue, TOEFL, TOPT, LSAT, GRE, and NCAA
- Implemented Fortis to scan and index files transforming them from paper to a computer based filing system
- Balanced draw at the end of each day to make sure transactions balanced
- Maintained and posted documents which students turn in for either admissions or graduation

Part-time Clerk Collin College - CPC Testing Office Nov '02 – Jan '05

- Supervised evening and weekend test-takers, employees, and regular office procedures
- Proctored PSB, THEA, Correspondence, Assessments, SAT/ACT, ESL, and Instructors tests
- Performed closing procedures and maintained student/teacher confidentiality by securing tests, answer keys, and teacher information