

SUZANNE DUSEK

10409 Susan Peak Rd, San Angelo TX 76904 | Mobile: 325-656-4372 | sdusek5@gmail.com

High-energy individual with proven management, leadership and organizational abilities evidenced by years of successfully completed projects and processes implemented. Goal and challenge driven with the ability, desire, and attitude to continually progress toward ever evolving organization and team goals.

PROFESSIONAL SKILLS

- Operations and project management
- Advanced technology skills including implementation of new technologies, working closely with vendor project teams and ongoing administration
- Data integrity and data security
- Regulatory and compliance administration & reporting
- Process improvement and process documentation
- Budget creation and administration
- Continuous improvement, goal setting, monitoring, follow up and completion
- Capacity building, leadership, training, team building
- Cross department/division collaboration

FORMAL EDUCATION

- Master of Education in Student Development & Leadership in Higher Education
- Master of Business Administration in Management
- Bachelor of Business Administration in Finance

PROFESSIONAL EXPERIENCE

Angelo State University, San Angelo, TX

Director, Enrollment Management Operations & Communications

08/2014 to Current

- Build departmental capacity by coaching and mentoring full time staff and student staff and ensuring cross functional training
- Ensure documentation of processes in writing as well as with video recordings within the department as well as other areas with whom our department assists
- Serve as the functional Salesforce CRM Administrator, access gatekeeper, report expert, and add-on tools expert
- Facilitate CRM meetings to review and resolve issues, change or enhancement requests and updates
- Responsible for developing and delivering training and process documentation on Salesforce
- Work collaboratively with IT, Admissions, Financial Aid, Scholarships, Student Life, Housing, Title IX, One Card, Ram Family Connection, Student Accounts and the Freshman College on various projects
- Designed, developed and implemented custom application in Salesforce to monitor publication status and inventory management
- Developed and oversee maintenance of a visual flowchart tool to track all print, email, phone call and text communication with prospective students
- Create and utilize reports and dashboards to monitor and analyze data to improve marketing strategies, operational efficiencies, recruitment challenges, and to ensure data integrity of name purchases and data loads
- Play an integral role in the evaluation and selection of technology tools for Enrollment Management and Admissions.
- Responsible for working with vendors on implementations of selected tools including cloud ware,
- Oversee all recruitment marketing design, creation and delivery to prospective students
- Proposed and implemented the student staffed Call Center, oversee the strategic management and goal achievement of the center
- Responsible for managing departmental budget as well as the development and achievement of strategic goals and university assessment outcomes

Angelo State University, San Angelo, TX

Academic Advisor/Student Success Coordinator, College of Business

04/2010 to 07/2014

- Maintained advanced knowledge of academic program and major requirements by catalog year, core curriculum, TSI, developmental course requirements, meningitis vaccination requirement, academic standing, probation, and suspension
- Processed degree audits, submitted major changes and course substitutions, filed official degree plans
- Utilized intrusive advising techniques with students to assist them with reaching their personal and academic goals
- Advanced use of Cognos to identify at-risk students, monitor student data, and for reports requested by department chair or dean
- Collaborated with ASU IT on multiple advising related projects including using the Banner advisor field and researching advising tools, served on the implementation team of Grades First software
- Selected by the Dean to lead a team charged with the design and implementation of a mixed advising model after the absorption of the Center for Security Studies Department
- Co-developed a Faculty Advisor Support Manual and presented workshops for faculty to prove program requirement details, core curriculum updates, utilization of the degree evaluation for advising, substitution requests, majors changes and resource referrals
- Responsible for creating and presenting college, program and degree information at New Student Orientation and other recruiting events

Michael Jones, Ameriprise Financial Services Franchise, San Angelo, TX

Para-Planner

09/2008 to 03/2010

- Analyzed client financial data, insurance coverage, estate documents and tax situation in relation to their goals
- Made recommendations as to the likelihood of goal achievement considering client's cash reserves, cash flow, assets and savings allocation, time to complete goal and risk tolerance utilizing various investment strategies
- Accepted, processed and documented client transaction requests including purchases, trades and sales
- Planned and coordinated the transfer of client files for submission to a central network server
- Maintained a working knowledge of financial planning trends, tax laws and related concerns by reading daily updates from experts, and professional journals

San Angelo Banking Center, San Angelo, TX

Vice President

04/2004 to 09/2008

- Developed infrastructure for monitoring and servicing loans, streamlined loan processing, closing and document exception tracking by engaging staff in planning and implementation
- Successfully planned and implemented digital imaging and document tracking for multiple locations
- Coordinated and facilitated monthly staff meetings and disseminating regulatory updates and policy changes
- Created and presented financial and departmental reports to senior management and board of directors
- Responsible for Allowance for Loan Loss Reserve calculations and reporting to Office of the Comptroller of Currency (OCC)

Angelo State University, San Angelo, TX

Business Development Specialist IV / Lecturer

04/2000 to 03/2004

- Assisted small business owners and prospective owners with strategic planning, human resources, marketing, inventory control, bookkeeping, tax reporting and cash flow projections
- Promoted services of the center through weekly published articles on various small business concerns
- Documented all sessions with clients, compiled information for required reporting by the Small Business Administration (SBA)
- Monitored and reconciled training account
- Responsible for all planning and preparation of course material and instruction of Principals of Management course and Principals of Marketing Course and College of Business Internship Program

San Angelo Banking Center, San Angelo, TX

Loan Officer / Loan Operations Manager

03/1995 to 02/1999

- Performed audits of new loans and new accounts
- Implemented loan documentation tracking system to ensure receipt of missing items required by regulatory compliance
- Assessed customer's ability to repay through interview, financial analysis and credit review, monitored and maintained loan portfolio
- Created reports from institutional database for senior management and to submit to regulators
- Supervised lobby services and credit department prior to promotion

SPEAKING/WRITING/TEACHING

- Business Professionals of America, Region II Leadership Contest judge
- ASU Delta Sigma Pi, guest speaker, Professional Career Paths
- ASU Honors Program, guest speaker, Non-Profit Board Service
- ASU SBDC, Beginning Entrepreneurial Student Training, guest facilitator
- ASU SBDC, panel guest Women's Roundtable
- Over 30 published business articles in local newspaper

HONORS/AWARDS

- Nominee, ASU President's Award for Staff Excellence in Innovation, 2016, 2017, 2019
- Nominee, ASU Gary and Pat Rodgers Distinguished Administrator Award, 2013-2014
- ASU Distinguished Graduate Student, College of Education, 2014
- Recognized as a "Wonderful Women of ASU", 2011, 2012, 2013, 2014
- ASU Small Business Development Center Counselor of the Year, 2003, 2004

PROFESSIONAL SERVICE & AFFILIATIONS

- ASU EAB Guide App promotion and marketing committee, 2018
- ASU Inaugural Social Media Policy Committee, 2016
- ASU Search Committee Chair for Director of Financial Aid, 2015
- ASU Search Committee for Provost/Vice President of Academic Affairs, 2013
- ASU Advising Software Research & Implementation Team, 2011-2012
- ASU Enrollment Management Committee, 2014-2015
- ASU Staff Senate, alternate 2 years, 2010-2012, Vice Chair 2013-2014, Chair 2014-2015