

Meredith Ledbetter

USG eCampus | Carrollton, GA | mnesmith@westga.edu | 678-839-3933

Education

Master's of Business Administration
University of West Georgia (UWG), Carrollton, GA
December, 2018

Bachelor of Business Administration, Management
Program Accredited by The Association to Advance Collegiate Schools of Business (AACSB International)
University of West Georgia (UWG), Carrollton, GA
May, 2009

Armstrong Atlantic State University
Associate's Degree in General Studies
December, 2006

Skills & Abilities

- Proficient in Windows, Microsoft Office Applications
- Excellent time management skills in making timely, practical decisions independently
- Capable, consistent and conscientious work habits
- Superior customer service
- Effective and efficient problem solver
- Outstanding performance evaluations and rated as a highly organized, prompt, hardworking, dependable and versatile employee

Experience

EDUCATIONAL PROGRAM SPECIALIST | USG ECAMPUS | JULY 2018 – CURRENT

- Provide support to eCore students and faculty in the proctored exam system
- Collaborate with testing centers and proctors to provide proctored exam environments required for USG eCore students
- Provide ongoing outreach to students with proctored exam issues and students diagnosed as at-risk
- Provide course withdrawal assistance to students as needed
- Assist as needed with design, implementation, and operational support of the eCore proctored exam system

ACADEMIC INSTRUCTIONAL SUPPORT SPECIALIST | UWG NEWNAN | MAY 2016 – JUNE 2018

- Provided, managed, and assessed academic instructional support services for faculty at the Newnan Center, provided superior customer service to enable the highest quality of instruction and faculty/student satisfaction. Contributed to over 21% of customer service tickets in FY17, and 17% tickets during the FY18 reporting year
- Oversaw, facilitated, and assessed a comprehensive test-proctoring environment that promoted uncompromising integrity, accessibility through extended hours, and reliable technology. Utilized Register Blast for eCore exam registration and integrity
- Maintained excellent faculty satisfaction survey results with center services (95% is base goal average) with a current rating of 99.5%
- Created a Newnan Google Site to encourage staff collaboration and information sharing. Trained staff members to utilize the tool and enhance the efficiency of center services
- Fielded faculty questions and provided support in CourseDen and Collaborate Ultra
- Created and implemented a comprehensive test proctoring satisfaction survey
- Alongside the Assistant Director, coordinated special events for the center that strengthened faculty and community engagement
- Collaborated with the Director of Continuing Education to develop, promote, and coordinate relevant non-credit continuing education programs for adults, business, and the community at the Newnan Center
- Provided eCore support through phone and email communication, engaging over 440 and 420 outbound intervention activities during CY16, CY17, respectively
- Created a high volume of graphic design images for UWG Newnan social media pages

ASSISTANT DIRECTOR OF ALUMNI RELATIONS | UNIVERSITY OF WEST GEORGIA | JUNE 2014 – MAY 2016 COORDINATOR OF ALUMNI RELATIONS | UNIVERSITY OF WEST GEORGIA | JUNE 2012 – JUNE 2014

- Planned, implemented, and promoted alumni programs that supported the UWG strategic plan and collaborated with colleagues within the office of Development and Alumni Relations Provided support to faculty and students for entry level and online graduate courses
- Worked closely with the Alumni Association Board of Directors, arranging meetings, staffing committees, and ensuring strong and productive relationships between its members and the academic and administrative leadership
- Established and built relationships with a wide range of alumni, locally, regionally, nationally, and internationally
- Created an alumni travel program with original goal of 10 participants, and secured 13 travelers on the first trip to Ireland
- Created alumni networks based on college, geography and affinity, and established 13 networks within one year
- Collaborated with the Office of Admissions to spearhead the introduction of Alumni Relations involvement in the admissions process
- Ensured accurate alumni database records; collected contact, biographical and career information of alumni via projects, surveys, correspondence, website, email, and by phone
- Acted as a contributing writer for the alumni magazine, The Perspective

- Organized and planned alumni/engagement events throughout the year focusing on various demographics and constituencies
- Worked closely with individual colleges on campus to create alumni events with concentration on specific areas of interest within the college

COMMUNITY MANAGER | ARCHER PROPERTIES, LLLP (MAYFAIR AT CARROLLTON APARTMENTS) | MAY 2009 – MAY 2012

- Increased occupancy from 79% to 96% within four months of hire date and maintained above 90% occupancy for remaining tenure
- Met budgeted income, expense and leasing goals
- Evaluated unit prices in accordance with the market and budgeted goals
- Responsible for the human resources activities including recruitment, staff placement, training, performance evaluations, employee relations, worker's compensation, and served as the liaison for benefit administration
- Developed an annual marketing plan and conducted marketing reviews on a monthly basis
- Coordinated monthly resident events and developed new ideas for resident satisfaction and retention
- Trained all staff members on proper leasing techniques and resident service
- Monitored on-site staff for providing superior customer service to current and future residents
- Obtained bids for all contract services and oversaw capital projects from concept to completion