

APRIL LOVE LUAllen

CONTACT

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Email: aprilluallen@gmail.com

Buchanan, GA

TECHNOLOGY SKILLS

Proficient

- Microsoft Word
- PowerPoint
- Excel

Intermediate

- Banner
- Google Drive
- OneUSG

RELEVANT

COURSEWORK

- Leadership for Organizations
- Contemporary Social Problems & The Workplace
- Communication in Organizations
- Strategic Planning for Organizations
- Personal and Organizational Ethics
- Organizational Change
- Human Resources Management
- Leadership Priorities & Practices
- Organizational Development
- Employee & Labor Relations

VOLUNTEERING

BUCHANAN-HARALSON PUBLIC LIBRARY

- Produced a triannual newsletter (2010-2019)
- Helped raise over \$25,000 for the organization

HARALSON COUNTY HISTORICAL SOCIETY

- Member (2006-Present)

EDUCATION

BACHELORS OF ARTS - ORGANIZATIONAL MANAGEMENT AND HUMAN RESOURCES

Ashford University - Magna Cum Laude - GPA 3.97

WORKSHOPS

CONFLICT MANAGEMENT: AN EXERCISE IN ENRICHING RELATIONSHIPS

Georgia Institute of Technology

GIVING AND RECEIVING FEEDBACK

Georgia Institute of Technology

THE FOUR ETHICAL CORNERS - HOW TO MAKE AND DEFEND ETHICAL DECISIONS IN THE WORKPLACE

Georgia Institute of Technology

EXPERIENCE

DEPARTMENTAL ASSOCIATE - REGISTRAR'S OFFICE

University of West Georgia | December 2015 - Present

- Troubleshoots issues for faculty, staff, and students
- Performs registration for students to include initial registration, late add/drops, reinstatements, withdrawals, and hardship withdrawals
- Works with faculty regarding the roster verification process
- Builds general and specialized courses, independent studies, and Learning Community sections in Banner
 - 3,566 course changes for Fall 2020/Spring 2021
- Makes changes/updates to courses for departments across campus
- Processes cross-list requests, grade changes, credit by exams, and course overloads
- Manages ARCHE (Atlanta Regional Council for Higher Education Program)
- Provides (in person and virtual) Banner training opportunities for faculty and staff
- Facilitates and manages the course building process for UWG campus, sends regular updates and information to course builders, Associate Deans, and Department Chairs; works closely with departments regarding the course building process and ensures accuracy regarding courses that are built
- Interprets and applies academic and institutional policies to student academic record related issues

ADDITIONAL TRAINING

- Safe Zone Ally training

Develop West Trainings:

- Decision Making: The Fundamentals
- Preventing Unhealthy Workplace Conflict
- Become a Great Listener
- Trust Building through Effective Communication
- The Ten Golden Rules of Leadership: Classical Wisdom for Modern Leaders
- The Voice of Leadership: Inspirational Leadership
- Motivating Your Employees
- Communicating Vision to Your Employees
- Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
- Problem Solving: Digging Deeper
- Problem Solving: Determining and Building Your Strengths
- Problem Solving: The Fundamentals
- Interpersonal Communication: Communicating with Confidence

CONFERENCES

GACRAO - The Georgia Association of College Registrars and Admissions Officers

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ADDITIONAL EXPERIENCE

RECORDS COORDINATOR - REGISTRAR'S OFFICE

University of West Georgia | March 2013 - December 2015

- Performed Clearinghouse extract and submission
- Monitored Registrar email account and acted as gatekeeper for CRM ticketing system
- Purchased office supplies and maintained office website
- Utilized P-card when necessary
- Received, logged, and distributed office mail twice daily
- Performed daily tasks in Banner to include name changes, SSN updates, independent study creation and registration, withdrawals, etc.
- Coordinated office celebrations and meeting minutes
- Offered general office support as needed
- Managed 4 student workers

MEDIA ASSISTANT

West Georgia Regional Library System | Oct 2005 - Feb 2013

- Assisted librarian in acquiring, preparing, and organizing new materials
- Managed interlibrary loan requests using PINES
- Performed check-outs for patrons and collected fines for overdue materials
- Organized and created marketing materials for library outreach programs
- Supervised multiple library volunteers
- Researched and distributed archived genealogy information as requested

HONORS & AWARDS

BEST OF THE WEST - VALUES NOMINEE

University of West Georgia - October 2018

BEST OF THE WEST - CROSS-DIVISIONAL NOMINEE

University of West Georgia - March 2018

BEST OF THE WEST - VALUES NOMINEE

University of West Georgia - January 2018

BEST OF THE WEST - VALUES NOMINEE

University of West Georgia - September 2017

BEST OF THE WEST - CROSS-DIVISIONAL NOMINEE

University of West Georgia - September 2017

SAEM DIVISIONAL AWARD OF EXCELLENCE

University of West Georgia - 2014

CAREER PROFILE

Driven professional with 8 years of higher education experience. Seeking to use proven

Banner, customer service, problem-solving, and critical thinking skills to assist with students, faculty, and staff. Priority is given to attention-to-detail, especially as it pertains to interpreting policy and confidentiality.