

# Lauren Allen

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**Experienced higher education leader with a proven history in academic advising, employee development, onboarding systems, and organizational management. Skilled in leading high-performing teams, streamlining internal processes, and cultivating relationships. Enthusiastic about aligning people's strategies with institutional goals and fostering individual growth through coaching and mentorship.**

Area of Expertise: Servant leadership, Organizational Management, Strategic Thinking and Process Improvement, Employee Relations, Change Management and Organizational Agility, Employee Development, and Onboarding and Training.

## EDUCATION

**Georgia Southern University – Statesboro, GA**  
**Master of Education in Higher Education Administration**

*May 2020*

**Clayton State University – Morrow, GA**  
**Bachelor of Science in Psychology and Human Services**

*July 2014*

## WORK EXPERIENCE

**Academic Advising Manager, Georgia Institute of Technology - Atlanta, GA** May 2024 – March 2026

- Lead cross-functional teams of academic advisors and support staff, ensuring alignment with institutional goals and student success metrics.
  - Conduct annual performance evaluations, provide coaching and feedback, and adjust strategies to meet evolving needs of the team.
  - Participate in all new hire job postings, interviews, and onboarding.
- Designed and implemented a comprehensive first-ever onboarding and training program, accelerating advisor readiness and performance.
- Active role in modifications and creation of videos and materials in LMS integration that modernizes student engagement strategies.
- Provide academic advising on curriculum, registration, petitions, degree progress, and institute policies.

**Academic Advisor II, Georgia Institute of Technology - Atlanta, GA** July 2022 – May 2024

- Delivered academic advising for undergraduate students, supporting curriculum navigation, degree audits, and policy interpretation.
- Created and maintained a robust advisor training manual and onboarding system.
- Created and maintained technology training program and advising related content in the LMS system.
- Participated in FASET orientation and collaborated on cross-campus training initiatives.
- Assisted with approval of undergraduate research and program assessment documentation.

**Academic Advisor II, University of West Georgia - Carrollton, GA** October 2019 – July 2022

- Advised students in the pre-licensure Nursing Program
- Served on BSN and RN to BSN Admissions Committee, managed admissions, materials, and onboarding into the program.
- Supervised two Academic Advisors and Graduate Assistant, overseeing operations, evaluations, and professional development.
- Coordinated New Student Orientation for Nursing Advising.
- Maintained superior customer service for prospective students for program admission.

**Academic Advisor I, University of West Georgia - Newnan - Newnan, GA** December 2018 – October 2019

- Advised all current and prospective students on UWG Newnan campus.
- Created the first-ever advising structure and coordination at the UWG Newnan location that have been adopted department wide for consistency and efficiency.
- Supported course planning, registration, and cohort progression for core courses and major related courses.
- Represented UWG at recruitment events.
- Supervised student worker and managed advising planning.

**Academic Advisor I, University of West Georgia - Carrollton, GA** May 2015 – November 2018

- Managed a caseload of five hundred students for the Teacher Education program.
- Maintained orientation coordination for a team of seven advisors.
- Recognized as 2015 New Academic Advisor of the Year and Fall 2018 Advisor of the Semester.
- Participated in recruitment efforts and supported advising operations across the college.

## TECHNOLOGY EXPERIENCE

- OneUSG Connect (Manager self-service, careers/recruiting)
- Banner
- Ellucian DegreeWorks
- Salesforce and EAB Navigate
- Canvas – LMS used by institutions to manage online courses and learning materials.