LAURA E. TAYLOR

HIGHER EDUCATION • STUDENT SUCCESS • PROGRAM OPERATIONS

Newnan, Georgia | laura.hand094@gmail.com | 678-850-6311

SUMMARY

Results-driven higher education professional with experience supporting diverse student populations through student success, case management, policy guidance, proactive outreach, process improvement, and cross-functional coordination. Skilled in managing high-volume caseloads, troubleshooting complex student concerns, interpreting institutional policies, maintaining confidential records, and using student data to identify at-risk patterns and support retention. Experienced in coordinating with faculty, staff, academic departments, and campus partners to implement effective processes and provide clear, individualized guidance. Brings a master's degree in counseling and a strong background in communication, problem solving, documentation, and operational support.

AREAS OF EXPERTISE

Higher Education Student Support • Student Success & Retention • Proactive Outreach & Case Management • Policy Interpretation & Compliance • Process Improvement & Implementation • Cross-Functional Coordination • Data Tracking & Analysis • Technology & Systems Support • Student Communication & Problem Solving • Documentation & Records Management • Training & Orientation Support • Conflict Resolution

PROFESSIONAL EXPERIENCE

Academic Advisor II | University of West Georgia

Carrollton, Georgia | July 2024 – Present

- Manage a high-volume student caseload while providing individualized guidance, problem solving, and support for students navigating complex academic and personal concerns.
- Provide proactive outreach and case management for at-risk students, identifying barriers to progress and connecting students with appropriate campus resources to support retention and success.
- Interpret and communicate institutional policies, procedures, academic requirements, and compliance expectations, ensuring information is applied consistently and communicated clearly to students.
- Collaborate with faculty, staff, academic departments, and campus partners to resolve student issues, coordinate support, and improve student experiences.
- Maintain accurate, confidential records, documentation, and case notes while following institutional standards and privacy requirements.
- Use student information and academic progress data to identify patterns, troubleshoot issues, and inform individualized student support and intervention.
- Support orientation and onboarding initiatives through communication, training, transition support, and coordination with university stakeholders.
- Provide individualized coaching and resource referrals related to academic standing, performance concerns, student success, and personal development.

Academic Advisor I | University of West Georgia

Carrollton, Georgia | Jan 2022 – July 2024

- Provided holistic advising and student support to Pre-Nursing, Nursing, transfer, and nontraditional students with varied academic pathways and support needs.
- Monitored student progress and analyzed academic patterns to identify potential at-risk scenarios and opportunities for proactive intervention.
- Coordinated with academic departments and university partners to streamline New Student Orientation processes for transfer and non-traditional populations.
- Developed and maintained a supportive advising framework focused on student engagement, persistence, academic progress, and successful navigation of university processes.
- Communicated complex academic policies and requirements in clear, student-centered language and assisted students in identifying appropriate next steps and resources.

Case Manager Paralegal | Law Office of Johnny Phillips

Newnan, Georgia | Nov 2018 – Dec 2021

- Managed complex case files and high-volume client needs while maintaining accurate documentation, confidentiality, and compliance with organizational standards.
- Investigated concerns, gathered and analyzed supporting information, and coordinated resolution strategies with clients and internal stakeholders.
- Identified workflow inefficiencies and implemented process improvements that enhanced productivity and operational effectiveness.
- Developed and facilitated onboarding and training initiatives for new hires covering customer service procedures and workplace expectations.
- Served as a liaison among clients, medical providers, and legal professionals to coordinate information, resolve issues, and maintain effective working relationships.

Counseling Practicum and Internship Student | Waves Counseling Services

Carrollton, Georgia | Aug 2020 – May 2021

- Conducted individual, family, and group counseling sessions focused on conflict resolution, communication, emotional regulation, and coping strategies.
- Managed sensitive and confidential client information while maintaining ethical and professional standards.
- Assessed concerns and developed individualized support plans designed to improve outcomes.

Counseling Practicum and Internship Student | Willow Counseling and Wellness

Newnan, Georgia | Jun 2020 – Aug 2020

- Supported children, adolescents, and families through counseling, behavioral intervention, and skill development services.
- Used active listening, mediation, and problem-solving techniques to address interpersonal and emotional challenges.
- Maintained accurate documentation and collaborated with supervisors regarding planning and progress evaluation.

Case Manager Paralegal | Law Offices of Shane Smith

Peachtree City, Georgia | Mar 2018 – Sep 2018

- Established a formal information-request protocol to improve collection of detailed legal and medical data and restructured administrative tasks to reduce case-file maintenance time.
- Established a direct referral process to medical providers to help clients access timely care and support.
- Developed a client follow-up program that strengthened relationships and supported client retention.

EDUCATION

Master of Science in Counseling | Faulkner University, Montgomery, Alabama | May 2021

Bachelor of Arts in Psychology | University of West Georgia, Carrollton, Georgia | May 2017

TECHNOLOGY

ARGOS • Visual Zen • Navigate360 • Ellucian Degree Works • Web Xtender • Banner 9 • Slate • Microsoft Office Suite

PROFESSIONAL DEVELOPMENT

QPR Training (2022) • Microaggressions in Higher Education (2022) • Mental Health First Aid (2022) • Safe Zone Training (2023) • Skillsoft: Effective Team Member (2023) • Emotional Intelligence and Workplace Communication (2023–2024) • Difficult People: Why They Act That Way and How to Deal with Them (2024) • First-Time Manager: Reality, Challenges, and Effective Team Communication (2024)

ORGANIZATIONS

Delta Zeta Sorority, University of West Georgia | Aug 2014 – May 2017