

**Professional Highlights**

- ◆Over 10 years progressive leadership in higher education career services
- ◆Recognized leader in regional, national, and international professional associations
- ◆External review team participant for higher education career services
- ◆Course design and implementation experience for career development and first year experience
- ◆Sought after presenter for industry events and local, regional, national, and global conferences
- ◆Honorable Discharge and leadership experience from United States Coast Guard service

**Career Development Experience**

University of Notre Dame, Notre Dame, IN

1/2013 – 6/2017

**The Career Center Director**

- ◆Led innovation and excellence in career development for highly driven undergraduate students, leading efforts to bring on robust new technology for alumni-student connections in collaboration with Alumni, Development, Athletics, and the Academy
- ◆Motivated dynamic team of 23 career development professionals in support of defined student learning outcomes and guiding principles that were in sync with division and University goals
- ◆Created job description and hired, onboarded, and trained new role of Student-Athlete Careers Program Director, collaborating with Athletics Division colleagues to ensure success of the role, initiating the Fighting Irish Career Institute and tracking outcomes for a marked increase in awareness and usage of Center resources and overall student-athlete career outcomes
- ◆Launched and Co-created the Intentional ND Experience course during first semester at the University, receiving adjunct faculty status and taught course from 2013-2015
- ◆Served on the interdisciplinary and cross-campus Design Team for the Moreau First Year Seminar course, a mandatory first year student course created from the success of the Intentional ND Experience course and a collaboration between the First Year of Studies and Division of Student Affairs, serving as a faculty member for three terms
- ◆Infused professional development throughout the entire Center staff, making it a priority and seeing a surge in professional association and cross-campus participation by staff at all levels
- ◆Rolled out and supported new organizational redesign in collaboration with Human Resources, leading to 5-team model: Engage, Explore, Experience, Employer Relations, and Operations
- ◆Initiated Sophomore Checkups for career engagement, starting with a pilot program in the College of Arts and Letters that is now compulsory for all sophomores in the college and expanded to the Colleges of Business, Engineering, and Science
- ◆Collaborated with Graduate Business Career Services and Graduate School Career Services on building a state of the art facility to bring on board for colocation of our offices with shared interview center space of 40 interview rooms and enhanced employer-student engagement areas
- ◆Served on inaugural Media and Entertainment Leadership Committee at request of the Dean of the College of Arts and Letters, maximizing alumni and industry network for student outcomes
- ◆Coached students during individual appointments in areas related to career development

- ◆Expanded Recruiting Council membership to include a more diverse array of industry representation, to better align with diversity of student interest and outcomes
- ◆Increased employer participation in on campus recruiting efforts: career fairs, information sessions, industry networking events, on campus interviews, job postings, and branding events
- ◆Managed departmental budgets of several hundred thousand dollars, including more than \$400,000 in donor support of student experiential opportunities
- ◆Represented Department, Division, and University at speaking events with stakeholders: Welcome Weekend, ND Celebrations, Sophomore Parents Panel, Junior Parents Weekend, Accepted Students Webinar, Parents Live Stream, Annual Enrollment Division Meeting, University Council Annual Meetings, Dining Etiquette, and Monogram Club events
- ◆Supported Colleagues at events and collaborated to co-brand programming when possible: Gender Relations Center, Multicultural Student Programming, Students with Disabilities, Honors Programs, Office for Student Enrichment, DACA students, and Student Government
- ◆Advised the ND Cycling Team, supporting their team-building, racing, and fundraising efforts

John Carroll University, University Heights, OH

6/2006 – 1/2013

**Center for Career Services Director**

- ◆Effectively led career services staff, students, and volunteers to establish department as valuable and visible resource for students, alumni, and employer partners
- ◆Managed operational budget of \$50-60,000 and existing resources, maximizing technology and staff strengths to ensure comprehensive outreach and delivery of services
- ◆Developed assessment strategies by engaging staff in creation of learning outcomes and conducting NACE Internal Review process on a five-year cycle
- ◆Encouraged continued professional development of staff through entire group participation in Global Career Development Facilitator certification and increased involvement in professional associations and representation through on-campus committees
- ◆Coached students and alumni in all areas related to career development
- ◆Taught 1-credit Career Education courses: CE 121 Introduction to Accounting, CE 111 Exploring Your Options, and CE 131 Introduction to the World of Work
- ◆Expanded overall Career Education offerings by adding courses based on department mission and student needs, including a partnership with the Psychology Department
- ◆Collaborated with other academic departments and across divisions to develop alumni relations and increase alumni participation; promote internships and service experiences; and create innovative events to promote student career success
- ◆Introduced Sophomore Checkups to aid retention efforts and perform outreach at a crucial time for student development, increasing student participation from 25% to 50% of class
- ◆Created, hired, and trained Career Assistant team to increase staff knowledge of student needs and provide peer outreach, including Sophomore Checkups
- ◆Celebrated graduating student success through development of the Gong Ceremony tradition
- ◆Implemented a social media plan for outreach, improved networking, and service delivery; includes successfully advocating for Career Communications Coordinator position and collaborating with Alumni Office on LinkedIn group for student and alumni networking

- ◆Piloted a student veteran transition advising program for increased veteran assistance
- ◆Oversaw robust on campus recruiting program and enhance employer-student connections
- ◆Worked with campus constituencies to promote Center and University through participation in Accepted Students Day, Prospective Student Visits, Orientation, RA Training, Campus Tour Leader Training, and Student Organization Leadership Training
- ◆Participated fully in campus groups, community organizations, and professional associations to increase visibility of Center and University and develop relationships to further opportunities and connections for students and alumni; served as Master Member of University Entrepreneurs Association and Advisory Committee Member for Graduate Nonprofit Administration Program

Gradschools.com, Chester, PA

4/2012 – 6/2013

**Freelance Writer**

- ◆Contributed stories related to graduate school application success
- ◆Developed ideas for videos and other media to pilot on the Gradschools.com site

Roger Williams University, Bristol, RI

6/2001 – 5/2006

**Career Center Associate and Assistant Director**

- ◆Promoted to newly created Associate Director role after two years as Assistant Director
- ◆Served as lead counselor, interpreting Do What You Are, MBTI, and SII results
- ◆Supervised Career Counselor, Administrative Assistant, graduate intern, and student workers, participating fully in hiring and training processes
- ◆Selected and developed Career Assistants, team of student peer leaders
- ◆Developed major programming efforts for the department, overseeing the transformation of Annual Career Fair from 40-120 organizations and created Reality 101 Conference
- ◆Initiated “Sophomore Checkups” to provide outreach during critical development year
- ◆Maintained Career Center website, including use of interactive surveys
- ◆Managed on-campus recruiting program for internship and full-time opportunities
- ◆Used online customer relationship management vendor system to handle job postings, recruiting programs, and event registrations, generating reports as needed

**Professional Affiliations**

NACE, National Association of Colleges and Employers

2001 – Present

- ◆Member Value Proposition Co-Chair, 2017-2018
- ◆Principles for Professional Practice Committee Co-Chair, 2016-2017
- ◆Leadership Advancement Program Committee, 2015-2016
- ◆Professional Development Advisory Committee, 2014-2015
- ◆Diversity and Inclusion Committee, 2013-2014
- ◆Leadership Advancement Program, 2012-2013
- ◆Management Leadership Institute, 2006

NCDA, National Career Development Association

2001 – Present

- ◆Veterans Subcommittee, 2011-2017

MWACE, Midwest Association of Colleges and Employers	2006 – Present
◆Executive Board: Past-President, President, Secretary	
◆Diversity Committee Board Liaison and Member	
◆Membership Committee, Previous Membership Committee Chair	
◆2011 Annual Conference Committee Co-Chair, 2009 Member	
NCCA, Northeast Consortium for Career Advancement	2006 – 2013
◆Co-Chair, 2010-2012	
MBACSC, MBA Career Services Council	2011 – 2013
◆European Conference Committee	
◆Global Conference Committee	
The Etiquette Institute, Etiquette Coach Certification	2011
Global Career Development Facilitator Certification	2010

**Education**

University of Maine, Orono, ME	12/2000
<b>Master of Education</b> , Student Development in Higher Education	
United States Coast Guard Academy, New London, CT	5/1997
<b>Bachelor of Science</b> , Government, with Honors	

**Professional Honors and Presentations**

- ◆“Outcomes,” *Global Career Services Summit*. Limerick, Ireland, March 2017. Hilary Flanagan, Julie Howell, Judie Kay, and Norah McRae
- ◆US delegate to Future Talent Summit, Stockholm, Sweden, June 2016
- ◆US representative to inaugural Global Career Services Summit, Leicester, England, March 2016
- ◆“Student-Athlete Career Programs,” *NACE Webinar Series*. September 2015
- ◆“Enhancing the Quality of Our Outcomes Communication to Stakeholders,” *National Association of Graduate Careers Advisory Services Annual Conference*. Wollongong, Australia, December 2014
- ◆“Student-Athlete Career Programs,” *National Association of Colleges and Employers Annual Conference*. San Antonio, Texas, June 2014. Stephanie Felicetti and Hilary Flanagan
- ◆“Assisting Veterans in Transition: Military Separation, College Opportunities, and the Use of Career Counseling,” *National Career Development Association Annual Conference*. Boston, Massachusetts, June 2013. Beka Crocket, Hilary Flanagan, and Thomas Pritchard
- ◆“Providing Effective Career Counseling to Female Veterans: The Three C’s,” *National Career Development Association Annual Conference*. Boston, Massachusetts, June 2013. Meghan L. Reppert, Lauren Berman, Hilary Flanagan, and Lisa Stern
- ◆“Sharing Our Value-add Through Effective Communication of Strategic Assessment,” *Career Development Association of Australia National Conference*. Canberra, Australia, March 2012