

# Michelle Riggio

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MichelleRiggioMEd@gmail.com

## PROFESSIONAL PROFILE

### ○ Leadership:

- Member of UB Educational Opportunity Center (UBEOC) Leadership Team. Collaborate pertinent to center strategic planning: Operational Plan and Continuous Improvement Plan. Enhance organizational effectiveness and productivity.
- UBEOC Admissions Office Supervisor reporting directly to center Executive Director. Responsible for staff hiring/training/supervision/professional development, day to day systemic office operations, targeted program recruitment and community outreach.
- Analytical problem solver and informed decision maker embracing data driven management principles and performance metrics.
- Generate sensitive data reports for local, state, grant and community entities; integrate data from Banner and Argos and other data sources.
- Successfully empowered job placement team to #1 in region as Job Corps Director. Monitored \$3 million budget.
- Supervised fifteen test administrators and proctors as the University at Buffalo Coordinator of Student Testing. Ensured adherence to administrative policy and integrity of college entrance exams.
- Demonstrated cross-functional leadership style that fosters collaborative and quantifiable metrics of success.

### ○ Student Services:

- Lead a team that tracks non-matriculated students through the “STAR” orientation process to facilitate enrollment into a UBEOC program.
- Oversaw the design and implementation of the Student Development Center which provided resources and activities for a diverse, at-risk student population focusing on program retention, completion and job/post-secondary and college placement.
- Five years of experience with Job Corps managing admissions and placement activities in order to attain goals set by the NYS Department of Labor.
- Approximately twelve years of experience developing close working relationships with community agencies and employers for recruitment and placement of students that benefits both entities.

## WORK EXPERIENCE

**State University of New York University at Buffalo**

Buffalo, New York

07/06-present

### **Educational Opportunity Center, Admissions Supervisor**

- Provide oversight for the Admissions and Enrollment Management Services office of the Educational Opportunity Center which includes admissions, recruitment and marketing activities
- Supervise six staff and interns. Write performance programs and appraisals and successfully handle union issues
- Provide professional development opportunities to staff focusing on customer service, computer skills, data reporting, sales and networking
- Assist in the development and follow-through of the Center’s Operational Plan and Continuous Improvement Plan
- Developed communication plan for Admissions Office to strengthen relationships with community agencies and a diverse non-traditional student population
- Collaborate with EOC Student Services to increase enrollment and retention rates
- Collaborate with EOC Career Services Unit and employers to increase placement rates as well as referrals to EOC
- Oversaw the design of student database and tracking system and monitor student records to ensure accuracy
- Research and evaluate programming to continuously improve the quality of education
- Assist with developing and updating EOC’s website for use as a marketing tool
- Chair and participate in several search committees for Admissions, Student Services and Instructional Services Units

### Accomplishments:

- **Only staff person to be approved for a UUP Discretionary Award at UBEOC in 2016 for outstanding performance**

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State University of New York University at Buffalo

Buffalo, New York

08/00-07/06

Educational Opportunity Center, *Student Development Center Coordinator, Academic/Retention Counselor*

- Worked closely with Enrollment Management and Instructional Services Units to ensure enrollment, retention and completion data was complete and accurate
- Participated in the design of EOC Enrollment Management “Choices” Model
- Assisted with the design and implementation of EOC’s data management system which tracked students through EOC Choices enrollment and retention process
- Oversaw the design and implemented the Student Development Center to provide resources and activities for non-traditional students
- Coordinated events for 100+ students partnering with employers and community agencies

Accomplishments:

- **Awarded the Oxner-Lytle Award: Recognized by colleagues for outstanding service and dedication to the UBEOC and its students**

Western New York Job Corps

Buffalo, New York

08/95 – 06/00

*Director, 11/97-06/00, Senior Counselor 08/95-11/97*

- Monitored \$3 million budget to include staffing, advertising, travel, training, and student incentives
- Interviewed, hired, trained and supervised administrative, professional and clerical staff
- Identified and created solid working relationships with employers and other institutions in Buffalo and across the nation to recruit and place trained and untrained students
- Set-up Work Experience sites (Internships) with area employers
- Managed data to ensure goals were met and exceeded on a weekly basis.
- Oversaw maintenance of student records and files in Job Corps database to ensure accuracy
- Prepared and submitted weekly and monthly outreach, recruitment and placement reports
- Consistently achieved placement goals set by the Department of Labor and Congress

Accomplishments:

- **Recognized for exceeding national placement standards in region**

State University of New York University at Buffalo

Buffalo, New York

07/94 - 07/95

*Career Planning and Placement, Coordinator of Student Testing*

- Coordinated and supervised administration of national college and professional school admission tests
- Hired and trained 15 employees of testing program to follow the strict policies of administering agencies

## EDUCATION

State University of New York University at Buffalo

Buffalo, New York

Master of Education, Student Personnel

Bachelor of Arts, Social Science Interdisciplinary Program, Human Services

## STRATEGIC UBEOC COMMITTEE MEMBERSHIP

- Outreach Team, Chair – 2016 – Present
- Academic Affairs Committee, Chair – 2013-2017
- Master Schedule Committee – 2010 - 2014
- Policy Development and Review Committee – 2006 to 2008
- Executive Committee, Chair – 2005 to 2006
- Student Retention Committee – 2003 to 2011
- Student Activities Chair – 2000 to 2007