Julie E. Hayes

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-Experience-

Bridgewater State University

Resident Director July 2011-February 2014

- Design, deploy and present assessment reports for divisional activities
- Identify areas requiring further analysis to inform process and procedure.
- Responsible for retention of 500 constituents through marketing, needs assessment and intentional programmatic efforts
- Developed and assessed staff training to address the needs of a growing staff and changing staff dynamic
- User experience and informational design of departmental intranet site
- Train staff on newest technology implementations
- Integrate new software initiatives to optimize workflow & employee efficiency
- Identify new uses for existing technology to improve workflow
- Supervise 17 paraprofessional staff
- Design and develop content for outward facing departmental website

University of Wisconsin-Whitewater

Complex Director June 2008-July 2011

- Compiled data and crafted reports on consumer satisfaction for Divisional VP and constituents
- Partnered with Technology Department to bring paper processes online to improve employee workloads
- Supervise 18 paraprofessional staff
- Manage fiscal year operating budget
- Deploy and manage retention software

-Education-

Master of Science in Education
University of Kansas
Lawrence, KS
(2006-2008)

Bachelor of Arts in English
Eastern Illinois University
Charleston, IL
(2002-2006)

-Employment Timeline-

Bridgewater State University	July 2011-Februrary 2014
University of Wisconsin-Whitewater	June 2008-July 2011
University of Kansas	July 2006-July 2008
Eastern Illinois University	May 2003-June 2006

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