

NICHOLAS A. WILLIAMS

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EDUCATION

Ed.D in Leadership, Major in Higher Education Leadership | Virginia Commonwealth University | *May 2024*
capstone topic: "Sense of Belonging at a Historically White Institution: Understanding the Men of Color Experience"

Master of Education, Major in Higher Education, concentration in Student Affairs | University of Virginia | *May 2015*

Bachelor of Arts, Major in English, Minor in Foreign Affairs | University of Virginia | *May 2014*

RELEVANT WORK EXPERIENCE

Assistant Director of Student Engagement

Student Financial Management Center | Virginia Commonwealth University, Richmond, VA | October 2021-Present

- Managed fiscal and administrative duties daily while strategically utilizing \$50k + budget for annual programming
- Designed and implement marketing and branding strategies to scale office growth and reach the target audience through tabling and classroom presentations
- Re-designed and managed VCU Business Mentoring Program while designing co-curricular training for effective mentoring practices for program participants and facilitating workshops grounded in diversity, equity, inclusion and belonging frameworks
- Designed professional development curriculum and performance evaluation systems for staff personal and professional growth
- Designed and implemented leadership development curriculum for business student organization leaders to promote skill acquisition and career enhancement
- Served as acting Director of Student Engagement from November 2022 to April 2023 and led office to 7% increase in overall student engagement compared to previous academic year
- Coordinated 30+ small and large scale annual office signature events while instilling assessment strategies for program and process improvements
- Led transfer student retention and engagement initiatives through the STARS program at VCU School of Business through the Business Student Success Services unit

Lead Financial Counselor

Student Financial Management Center | Virginia Commonwealth University, Richmond, VA | June 2020-October 2021

- Led and supported a team of financial aid counselors in office day to day operations and managed high-volume caseload to resolve student financial aid and accounting issues both virtually and in person
- Advised and supported a diverse pool of 3000+ undergraduate and graduate students on financial aid, student accounting, loan and scholarship options
- Coordinated virtual financial literacy and outreach events for the School of Social Work, the Wilder School of Government and Public Affairs, and new student orientations
- Led as the Navigate system liaison for the Student Financial Management Center, training staff members on effective uses of this advising tool for office operations
- Presented and promoted financial aid resources during university recruitment seasons

Customer Service Representative Tier II

Student Financial Services | University of Virginia, Charlottesville, VA | October 2015-June 2020

- Provided financial aid, student accounting, loan and scholarship advising for over 24,000+ undergraduate and graduate students across 12 academic disciplines
- Conducted annual outreach events and presentations to educate both current and prospective students on the financial aid process and access to scholarship resources
- Pioneered financial tool design projects and improved counselor time management and advising quality by 50% through devising both innovative payment plan calculation and loan fee calculator tools
- Analyzed, implemented and communicated federal and institutional guidelines and policies to ensure advising met financial aid and student accounting compliance standards

- Presented and promoted financial aid resources during university recruitment seasons while leading FAFSA filing nights with prospective families

TEACHING WORK EXPERIENCE

Adjunct Professor

Office of the Dean of Students | *Virginia Commonwealth University, Richmond, VA* | August 2021-Present

- **UNIV 191: Financing Your Future** | August 2021 - December 2021
taught undergraduate freshman keen principles in financial management to include personal finance, financial aid and long term financial planning
- **UNIV 191: Principles of Professional Development: Men of Color** | August 2022 - Present
teach freshmen men of color skills in networking, personal finance, time management, and career exploration. Connect students to core university resources and alumni for success academically, personally and professionally while within the Men of Color Initiative

ALUMNI & VOLUNTEER LEADERSHIP EXPERIENCES

Staff Council - VCU School of Business

VCU School of Business | *Virginia Commonwealth University, Richmond, VA* | November 2023-Present (Co-Chair) | January 2024 - Present)

- *Rebuilding organization to represent staff voices in the School of Business*

Alumni Association Board - Committee Chair & Vice President

Alumni Association | *St. Stephens & St. Agnes School, Alexandria, VA* | December 2020-Present

- *Lead and manage board committees while supporting school reunions, fundraising activities and monthly alumni engagement events*

Alumni of Color Advisory Council

Alumni Association | *St. Stephens & St. Agnes School, Alexandria, VA* | December 2020-Present

- *Guided and Advised the school Board of Visitors on matters of diversity, equity and inclusion as it relates to school governance and culture*

Young Alumni Council

Alumni Association | *University of Virginia, Charlottesville, VA* | June 2020-Present

- *Plan, coordinate and spearheaded new initiatives that support the post graduate experience for alumni 1 to 15 years removed from the university*

Black Alumni Weekend Planning Committee

Alumni Association | *University of Virginia, Charlottesville, VA* | June 2017-Present

- *Plan, coordinate and spearheaded new initiatives for the bi-annual Black Alumni Weekend Reunion that draws 2000+ alumni back to the university for tours, panel talks, recruitment support, late night events, and seminars*

Staff Senate - UVA Finance Delegate Executive Committee Staff Senator & Advocacy Committee Co-Chair

Staff Senate | *University of Virginia, Charlottesville, VA* | July 2017-June 2020

- *Chaired the Advocacy Committee consisting of 10-15 senators and directed several projects impacting employee health care, education benefits and overall staff operations*

GRADUATE SCHOOL ASSISTANTSHIP EXPERIENCES

Graduate Intern Program Coordinator

Meriwether Lewis Institute for Citizen Leadership | University of Virginia, Charlottesville, VA | May 2015-July 2015

Student Life Graduate Intern Coordinator

McIntire School of Commerce | University of Virginia, Charlottesville, VA | July 2014-May 2015

UVA Advance Summer Program Residence Life Graduate Assistant/Program Coordinator

Office of Summer & Special Academic Programs | University of Virginia, Charlottesville, VA | July 2014-August 2015

PROFESSIONAL AFFILIATIONS, TRAINING/CERTIFICATIONS & TECHNICAL SKILLS

Professional Affiliations

- National Association of Student Financial Aid Administrators (NASFA) | June 2020 - October 2021
- National Council for Higher Education (NEA NCHE) | September 2019 - October 2021
- National Association of Student Personnel Professionals (NASPA) | August 2014 – Present
- National Association for Campus Activities (NACA) | August 2011 – May 2014
- Virginia Association of College and University Housing Officers (VACUHO) | January 2011 – May 2014

Training/Certifications

- Toastmasters Club, “Speak Up Cville Chapter” | Charlottesville, VA, *January 2020 – June 2020*
- Business Analytics for Finance Professionals Certification | University of Virginia, *March 2018-April 2018*
- Safe Space Training Certification | University of Virginia, *August 2011-November 2015*
- Green Dot Training Certification | University of Virginia, *November 2015*

Technical Skills

- Proficiency in Peoplesoft, Oracle, SIS, Banner and Navigate systems
- Video Editing & Graphic Design (Adobe Photoshop, Splice, iMovie, Capcut)
- Speaking and Writing Fluency in Spanish
- Microsoft Office platforms (Word, Excel, Outlook and PowerPoint)
- Qualtrics Survey Development
- Social Media Marketing (Facebook, Instagram, Twitter)