

Courtney Crawford

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(619)-587-1954

PROFESSIONAL SUMMARY

People-focused professional with experience in admissions, employee training, and student development. Skilled in recruitment, coaching, conflict resolution, and organizational leadership. Currently pursuing a Master's in Human Resource Development, with a proven track record of strengthening engagement, improving processes, and fostering inclusive environments. Recognized for leadership, adaptability, and the ability to connect with diverse groups.

EXPERIENCE

University of Findlay, Findlay — *Admissions Counselor*

October 2023 - Current

- Serve as a primary point of contact for prospective students, providing personalized guidance through the admissions process.
- Conduct high school visits, college fairs, and virtual events to recruit undergraduate students.
- Evaluate applications and collaborate with departments to support admissions decisions.
- Expanded assigned territory enrollment from 59 to 80 students, a 35%+ increase within the first two years.

Starbucks, San Diego — *Shift Supervisor*

June 2017 – Oct 2017, Nov 2021 – Oct 2023

- Led the launch of a new store, training all staff including baristas and fellow supervisors, ensuring operational success from day one
- Managed scheduling, inventory, and cash handling.
- Strengthened engagement and performance through coaching and recognition.

Residential Life, Riverside — *Resident Advisor*

September 2018 - March 2021

- Provided 24/7 support and crisis management for a residential community of 500+ students.
- Promoted diversity, inclusion, and wellness through events and peer engagement.
- Resolved community issues through staff collaboration and proactive initiatives.

EDUCATION

University of California, Riverside

- Bachelors of Arts, Sociology - 2021

University of Findlay

- Masters of Education - Human Resource Development - Currently Enrolled
- Member - *Phi Kappa Phi* Honors Society

CORE SKILLS

- Conflict Resolution & Mediation
- Recruitment & Admissions
- Employee Training & Development
- Coaching & Leadership
- Data Analysis & Outreach Strategy

AWARDS

- Partner of the Quarter (x2)
- Leadership of the Year Award
- MVP Resident Advisor
- Employer of the Month
- California Scholarship Federation (CSF)