



# MICHAEL ANDERSON

## ACADEMIC ADVISOR

### CONTACT

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- San Francisco, CA

### SKILLS

- Academic advising
- Student coaching
- CRM software
- Workshop facilitation
- Communication
- Problem-solving

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF ARTS IN PSYCHOLOGY,  
UNIVERSITY OF CALIFORNIA**

### ACHIEVEMENTS

- Achieved a 100% satisfaction rating from students in annual feedback surveys.
- Developed a mentorship program that paired new students with experienced peers.
- Recognized for exceptional service with the 'Outstanding Advisor Award' in 2020.

### PROFILE

Results-oriented Virtual Education Advisor with over 6 years of experience in the higher education sector. Specializes in advising students on academic pathways and ensuring successful navigation through online degree programs. Demonstrated ability to build rapport with diverse student populations and facilitate their educational journeys. Strong background in using CRM systems to track student progress and engagement.

### EXPERIENCE

#### ACADEMIC ADVISOR

##### Online University

*2016 - Present*

- Guided over 200 students through their academic programs, leading to a 90% graduation rate.
- Developed and conducted workshops on time management and online study skills.
- Utilized CRM software to maintain accurate records of student interactions and progress.
- Conducted one-on-one advising sessions to create personalized academic plans.
- Collaborated with faculty to ensure alignment of academic advising and course offerings.
- Created online resources for students to navigate their educational options effectively.

#### STUDENT SUCCESS COACH

##### Virtual Learning Academy

*2014 - 2016*

- Supported at-risk students through personalized coaching, resulting in a 15% increase in course completion.
- Developed intervention strategies that addressed common challenges faced by online learners.
- Facilitated online support groups to foster community and peer assistance.
- Implemented feedback mechanisms to enhance student support services.
- Tracked student performance metrics to identify areas for program enhancement.
- Collaborated with educational stakeholders to improve student resources.