

Carolyn Frantz

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EDUCATION:	Certificate of Advanced Graduate Study, Psychology, Education, & the Community	May 2019
	Northeastern University, Boston MA <i>Major: College Student Development and Counseling</i>	
	Master of Divinity	May 2010
	Boston University, Boston MA	
	Bachelor of Arts, Sociology, Vocal Music	May 2007
	Albion College, Albion MI	

ADVISING EXPERIENCE:

ADVISING INTERN, STUDENT SUCCESS CENTER	September 2018 – Present
<i>College of Science and Mathematics, University of Massachusetts Boston</i> Boston, Massachusetts	
<ul style="list-style-type: none">Advise undergraduate students in all majors within the college, addressing course selection, registration, graduation requirements, preparing for graduate study, and major exploration.Assist the advising staff at orientation with the advising of incoming new and transfer students during the winter session.Assist in development of social media content using Canva and other programs to create images for SSC Instagram and Twitter accounts.	

GRADUATE ASSISTANT, PRE-HEALTH ADVISING	February 2019 – Present
<i>Pre-Health Advising Center, Northeastern University</i> Boston, Massachusetts	
<ul style="list-style-type: none">Verify accuracy for letters of evaluation to be used in creation of committee letters for medical and dental application services.Compile letters of evaluation, student data, and academic program information into committee letters.Review pre-medical and pre-dental student self-assessment of undergraduate students for application strengths and weaknesses, and provide feedback on ways to improve their applications.Aid in creation and distribution of advertising materials for pre-health office programs to the campus community.	

INDEPENDENT PHYSICIAN ASSISTANT ADMISSIONS ADVISOR	May 2013 – Present
<i>Eastern Massachusetts and Rhode Island</i>	
<ul style="list-style-type: none">Advise applicants about the application process to local Physician Assistant programs and other graduate and post-baccalaureate programs in health sciences.Discuss requirements for admission with students individually and guide them through the application process.Advise students on how to maximize their strengths, improve their applications, and prepare for admissions interviews.Offered support during exploration phase of application process on where to apply, options for financing further education, and logistics of clinical instruction.Assist in course selection, finding references, and crafting essays.	

GRADUATE ASSISTANT, ORIENTATION	January – April 2018
<i>Office of the First Year, Massachusetts Institute of Technology</i> Cambridge, Massachusetts	
<ul style="list-style-type: none">Prepare applications for Orientation Leaders and Peer Advisors, organizing files and contacting students with outstanding materials.Prepare for and participate in Campus Preview Weekend, organizing luggage storage, and supervising decoration/setup for the Academic Expo.	

HIGHER EDUCATION & PROFESSIONAL EXPERIENCE:

GRADUATE ASSISTANT – TEMPORARY ADMINISTRATOR, GRADUATE ADMISSIONS	September 2017 – Present
<i>Bowvé College of Health Sciences, Northeastern University</i> Boston, Massachusetts	
<ul style="list-style-type: none">Served as Interim Assistant Director of Enrollment Management.Oversee graduate admissions operations for 36 graduate admissions programs in the Bowvé College of Health Sciences, running daily applicant queries, supervising document processing, communicating with applicants entering the application process, and monitoring applications as they move through the process. Oversee manual application processing for applications received via ApplyYourself.Issue approx. 350 admissions decision letters via WebAdMIT software and in hard copy: acceptance, conditional acceptance, waitlist and denial.Create and distribute 15 applicant pool reports weekly. Extract data from both WebAdMIT and ApplyYourself platforms, integrating the information into coherent reports. Provide comparative year-over-year reports and <i>ad hoc</i> application reports upon request.Coordinate with program directors to account for all applications and new student enrollment in end-of-term data reconciliation process, and determine final admissions status for outstanding applicants.Facilitate data translation from admissions software to Banner student information system.Lead admissions transition to new software platform for ABSN program, including integration with contracted 3rd party recruitment.Train faculty and staff reviewers to use admissions software and provide ongoing support in its use.Coordinate Open House event for over 500 attendees per semester, securing faculty attendance, creating and publishing information sheets for all academic programs, booking room reservations, ordering food and securing parking.Manage communication with prospective students, faculty and staff reviewers, and program staff via phone and email.	

CUSTOMER SOLUTIONS MANAGER

March 2014 – July 2017

Liaison International

Watertown, Massachusetts

- Served as primary point of customer care and ensure satisfaction with admissions online application products provided for high-profile clients, American Dental Education Association (ADEA) and American Psychological Association (APA) and their 834 member schools internship sites.
- Oversaw admissions operations for 17,500 applications per year from across the globe, specifically, processing foreign and domestic transcripts, letters of reference, committee letters, standardized test scores, as well as verification of transcripts.
- Primary trainer and resource for admissions officers on the use of WebAdMIT admissions software, troubleshooting problems with use of software via phone and email.
- Assisted admissions offices and clients with the extraction of student data, compilation of reports, and analyzation of results from admissions software provided by our company.
- Maintained student records for all applicants to ADEA and APA admissions products. Assist admissions officers in student records extraction and management.
- Collaborated with IT, Product Management, and Account Management teams to track software production timeline and deliverables, moving efficiently to ensure client needs were met in a prompt and diplomatic fashion.
- Documented and track technical errors in all admissions products, escalating urgent and sensitive issues appropriately.
- Presented application information in webinars and virtual fairs for applicants to dental school and post-doctoral dental residencies. Answer student questions via chat.
- Responsible for creating, presenting, distributing, revising training materials for ADEA and APA products to Customer Service team based on new policies and software updates.
- Served as operations liaison for assigned products for Customer Service, Transcript Verification, and Document Processing teams.

CUSTOMER SERVICE REPRESENTATIVE

August 2010 – March 2014

Liaison International

Watertown, Massachusetts

- Provided assistance to undergraduate and graduate students with using application software to apply via the 27 graduate applications to pre-health programs via phone, email, and live chat.
- Created and maintained internal Wiki database for all 27 admissions products and 3 operations departments.
- Provided training to new customer service employees on topics ranging from mission and office culture, to customer service operations and product functionality.
- Verified applications by comparing applicant-entered coursework and degrees with information on official transcripts.
- Processed transcripts and letters of reference for all admissions products.

SPECIAL NEEDS & INCLUSION SUPPORT SPECIALIST

June 2010 – August 2010

Frisoli Youth Center, City of Cambridge

Cambridge, MA

- Assisted identified child's transition into and out of Department of Human Services day programs. Provide proximity support to child.
- Developed and implemented accommodations to meet the needs of identified child.
- Maintained a positive, inclusive environment for the child and the other children in program.
- Share in classroom responsibilities and field trip chaperone duties as part of day camp team.

CIRCULATION DESK STAFF & DIGITAL PROCESSING ASSISTANT

August 2008 – February 2010

School of Theology Library, Boston University

Boston, Massachusetts

- Instructed patrons in research skills and utilization of library materials.
- Supervised material checkout and return transactions.
- Identified antique books and other historic materials to send for digital archiving as part of the Google Book Search project. Prepared books for shipping, cataloged books according to ISBN number, and processed returned books and materials.

COMMUNITY CAREGIVER

August 2003 – August 2007

Innovative Support Services/Moving Expressions

Ashland, Ohio

- Provided in-home care, transportation, and social activities to adults affected by Intellectual and Developmental Disabilities.
- Administered medication in compliance with Delegated Nursing standards of the State of Ohio.
- Supervised and assisted clients with personal hygiene, eating, and ambulation.
- Monitored house budget and purchased groceries and essentials. Monitored clients' personal budgets and supervise financial-decision making.
- Provided and documented skill development in target areas per clients' IEPs (Individual Education Plans).

PRESENTATIONS:

Workshop: Resolve, Resilience, and Resourcefulness: The 3 R's of Student Success, University of Massachusetts – Boston, February 2019
Presider: Wedding of Charlotte and Brittney, June 2018
Presider: Wedding of Andrew and Jonathan, August 2017
Sermon (Co-Peacher): In Our Own Language, First Baptist Church of Essex CT, May 2015
Presider: Wedding of Beth and Kirk, April 2015
Facilitator: Is Sunday School Killing The Church?, Harvard-Epworth United Methodist Church in Cambridge MA, September 2014
Sermon: A Single Mustard Seed and a Cell of Yeast, Harvard-Epworth United Methodist Church in Cambridge MA, July 2014
Facilitator: New Wineskins? The Possibility of #UMC Schism, Harvard-Epworth United Methodist Church in Cambridge MA, June 2014
Sermon: What Do We Do With the God of Hosea?, Harvard-Epworth United Methodist Church in Cambridge MA,, July 2013
Sermon: The Great Commission, Christ United Methodist Church of Ashland OH, July 2011
Sermon: A Fig Tree But No Figs, Harvard Divinity School/ Christ United Methodist Church of Ashland OH, March 2010
Workshop: Don't Leave Seminary Without It: What Every Pastor Needs to Know About Intimate Partner Violence, Boston University, January 2010

SOFTWARE COMPETENCIES:

Student Records Management: Banner, Salesforce, WebAdMIT
Marketing and Social Media: Pixlr, Canva, iMovie, Facebook, Instagram, Twitter, WordPress, SquareSpace
Cloud Computing: Google Drive, Dropbox, Sharepoint, Amazon S3
Database and Data Management: Microsoft SQL Server, MS Access, MS Excel (intermediate mastery)

MEMBERSHIPS:

ACPA	2019 – Present
NACADA	2017 – Present
Boston University School of Theology Student Leadership Society	2010 Recipient
Sigma Alpha Iota women's music fraternity	2004 – Present
Phi Mu fraternity	2004 – Present

VOLUNTEERING:

Outdoor Church of Cambridge sandwich ministry with the homeless	June 2010 – Present
Co-Chair, Marketing Committee, Coro Allegro	October 2017 – Present
Founder and Chair, Social Media Task Force for Chorus pro Musica	November 2014 – July 2017
Walk for Hunger	May 2012 – May 2017