
MADLINE MARTINEZ

High Point, NC

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PROFILE STATEMENT

- Higher education professional with a diverse background encompassing leadership, project initiation, development and management founded on an unparalleled commitment to student success.
- Excellent strategic organizational planning and coordination strengths for successful and timely completion of complex programs.
- Solution-oriented leader possessing empathy, interpersonal and communication skills with ability to identify needs and foster growth.

EDUCATION

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| Ph.D. Candidate- Higher Education Administration- Andrews University, Berrien Springs, MI | 2024 |
| <ul style="list-style-type: none">• Dissertation (in progress): The Relationship between Participation in an Academic Success Course and the Retention Rate and Academic Success of First-Year Freshmen at a Historically Black University• Global (International) Focus | 2022 |
| Middle Eastern Study Abroad 2-Week Tour: Egypt, Israel, Jordan | |
| M.A. in Human Behavior & Organizational Psychology - Kean University, Union, NJ | 2012 |
| <ul style="list-style-type: none">• Thesis: Self-Efficacy, Performance, Socioeconomic Status, and Retention. Promoting Academic Success and Degree Attainment Behavior in Post-Secondary Education | |
| Bachelor of Arts in Spanish Studies – Andrews University, Berrien Springs, MI | 2010 |
| <ul style="list-style-type: none">• Global (International) Focus | |
| South American Study Abroad 1-Month Tour- Argentina, Brazil, Chile, Peru | 2010 |
| European & African Study Abroad 1-Month Tour- Italy, Greece, Morocco, Spain | 2009 |

WORK EXPERIENCE

North Carolina Agricultural & Technical State University, Greensboro, NC

Center for Academic Excellence

Associate Director

06/2022- present

- Supervise and provide direction for the Center for Academic Excellence in the absence of and support of the Executive Director
- Manage a variety of academic support activities with primary emphasis on academic advising and direct supervision of academic advisor staff and services
- Develop and maintain positive working relationships with faculty and staff within the department, as well as foster collaboration with campus partners and external stakeholders to drive student success
- Re-structured and re-designed and implemented a University-wide centralized academic advising framework. The framework was designed to:
 - Align with the University's Preeminence 2030: North Carolina A&T Blueprint strategic plan- Goal 3: Performance Excellence
 - Enhance the Aggie Experience by improving the quality of advising services offered to new freshmen and new transfer students, in an effort to ensure they set a strong academic foundation in their first year of matriculation that will help drive retention efforts and improve time to degree outcomes
- Served as search committee co-chair and coordinator for the recruitment, selection, hiring, and onboarding of 16 new professional advisors with an assigned advisee caseload of up to 200 students.
- Designed and facilitated a three-day intensive training for new academic advisors in collaboration with campus partners

Initiative Lead- Bringing the Aggie Experience to Life

10/2022- present

- Completed 8-week NCAT Stakeholder Sprint facilitated by McKinsey & Company
- Designed a campus-wide train-the-trainer initiative focused on improving the NCAT stakeholder experience, with special emphasis on Bringing the Aggie Experience to Life through improved customer service
- In collaboration with the NCAT Transformation Office:
 - Coordinated and successfully executed the Train-the-Trainer Celebration Launch
 - Assisted with the design and structure of a subsequent two-day training with Academic Impressions- an external organization sourced to develop training materials and certification
 - 40/42 Participants representing student-facing units across campus successfully completed the Trainer Certification
 - Provide ongoing leadership and oversight of program efforts and outcomes

Academic Advisor

08/2019- present

- Advise first-year undeclared or undecided students, as well as transfer students, on educational planning by reviewing various academic requirements and making appropriate recommendations to assist students in their transition into their intended major
- Employ early intervention strategies to discuss early alerts, progress reports, mid-term grades, student concerns related to degree plans and processes, attendance, and probationary status
- Complete and interpret unofficial degree audits and assist students with registering for courses
- Maintain working knowledge of the University bulletin and policies and procedures in order to follow the strategic initiatives set by the University and meet the retention goals of the Center for Academic Excellence
- Collaborate with New Student Programs each term to facilitate New Student Orientation within the Center for Academic Excellence and other colleges within the University

Lecturer- Center for Academic Excellence

08/2019- 12/2022

- Taught multiple sections of FRST101: College Success to undergraduate students within various disciplines in a virtual or in-person format
- Engaged students with campus resources to foster learning opportunities both inside and outside of the classroom that promote their social and academic integration, while enhancing their navigational capital
- Empower students to transition from high school to higher education by facilitating learning opportunities centered on personal, academic, and professional goals
- Employ diagnostic, formative, and summative learning assessments to identify students' level of mastery of concepts and course objectives
- Facilitate student meetings and office hours to discuss course materials and referral to campus resources such as tutoring services, mentoring opportunities, career services, academic advising, counseling services, and student organizations based on students' needs
- Create course materials and presentations in collaboration with FRST101 Coordinator and instructors to promote student engagement and success
- Proven track record of average of 90-94% pass rate of 'C' or higher across all sections taught (22 sections in total)

Program Coordinator- S.I.S.T.E.R.S. Living Learning Community

(Students Inspiring Success Through Education, Retention, and Service)

08/2019- 06/2022

- Developed a revised application and selection process of program participants to promote equitable access to academic resources for eligible students
- Created a handbook and training materials designed for peer-mentors to promote the development of their leadership skills, effective mentoring practices, and cultural competency
- Create, develop, and facilitate personal, academic, and professional development workshops, bonding/networking events, and civic engagement opportunities to meet program objectives
- Provide academic advising and academic coaching services to program participants across various disciplines to promote their academic success and make referrals to resources as necessary

- Collaborate with the Housing & Residence Life Department to facilitate a successful transition of program participants into their living learning community by communicating and enforcing requirements and expectations for student conduct and responsibilities

Berkeley College, Woodbridge, NJ

Dual Academic Advisor- Academic Advisement Department

09/2016- 08/2019

- Appointed to fulfill the dual role of advising a blended cohort consisting of onsite undergraduate students, as well as online graduate students (only role of its kind among over 25 advisors), given proven track record of student retention and student engagement best practices
- Created the Master's in Business Administration Program Manual to streamline academic advisement practices and procedures, as well as inform registrar functions impacting student enrollment, academic standing, Satisfactory Academic Progress (SAP), readmission process, and graduation requirements
- Mediated graduate student grievances and presented concerns and proposed solutions to the faculty and Dean of Graduate Studies as part of the department's student success objectives
- Interpreted the academic advisement audit and registered new and continuing undergraduate and graduate students in appropriate courses based on skill level, eligibility, degree program, and academic goals

Berkeley College, Newark, NJ

Academic Mentor (Program Initiative) - Academic Advisement Department

08/2015- 09/2016

- Created and presented a student retention proposal to the Campus Operating Officer and Retention Committee, which resulted in the implementation of strategic first-year programming
- Provided a supportive and collaborative mentoring experience for first time, full-time students as they entered, persisted, and completed their first year of undergraduate studies
- Conducted information, mentoring, coaching, and training sessions for students to develop and implement plans for student success
- Supported each student holistically via discussions including readiness, family/home life and support systems, work requirements, and learning needs
- Worked collaboratively as a critical member of the retention team with various departments- admissions, academic advisement, faculty, career services, academic chairs, registrar's office, and financial services to ensure students had a successful college experience
- Supported student engagement in activities that fostered a sense of belonging in the campus community; facilitated productive and positive interaction between students and faculty and staff

Berkeley College, Newark, NJ

Career Counselor- Career Services

08/2013-08/2015

- Conducted individual and group counseling sessions to assist students and alumni in making informed career decisions through occupational exploration and the career decision-making process
- Coached students and alumni in self-directed job search strategies and personal branding techniques such as resume writing, cover/thank you letter formatting, and the development of interview skills
- Marketed recruitment services and developed partnerships with employers to engage their participation in online job listing service, internship opportunities, resume referral, on-campus interviews, career fairs, and networking events
- Collaborated with faculty to support the Career Management Seminar courses by conducting in-class presentations on career management, professional development, and department resources to assist students
- Coordinated logistical and administrative details of outreach programs for students, faculty, and employers such as workshops, seminars, internship orientation sessions, and special events
- Developed partnerships with on-campus departments and community-based non-profit organizations to engage their participation in the Federal Work Study program.

AWARDS, PROFESSIONAL ACCOMPLISHMENTS, CERTIFICATIONS

- 2016 Associate of the Year Award Recipient (1 of 3 award recipients in Adaptability Category)
- Appointed as Retention Committee representative for the Woodbridge Campus Academic Advisement Department
- Member of the 2021 & 2022 Professional Development Day Committee at N.C. A&T
 - Proposed the selected theme- 'Aggie Pride Personified' (2021)
 - Co-collaborator of PDD video-writer of PDD video script (2021)
- Certified Trainer- Bringing the Aggie Experience to Life (2023)

PRESENTATIONS

- The Aggie Success Academy
 - Moderator: Career Panel (June 2023)
- Andrews University Women's Leadership Conference- Agents of Change
 - Presenter: Higher Level Leadership (June 2023)
- Bringing the Aggie Experience to Life Launch Celebration
 - Presenter: Train-the-Trainer Initiative (May 2023)
- University Innovation Alliance Conference- Lightning Talks
 - Presenter- Predictive Analytics and Student Success (April 2023)
- R2 to R1 Undergraduate Research Team (Member)
 - Moderator: A Taste of Aggie Research- Panel (April 2023)
- Board of Trustees
 - Presenter: Centralized Academic Advisement at NCATSU (February 2023)

TECHNICAL SKILLS

Bilingual: Spanish (native speaker)- verbal and written mastery

Software: Windows, Apple, Microsoft Office (Word, Excel, PowerPoint, Outlook), Zoom, Blackboard, Canvas, EAB Navigate, GradesFirst, Salesforce, Oracle PeopleSoft, Banner, Predictive Analytics-Civitas Illume, Insight Platform