

Cortney L Cross

Education:

Indiana State University, Terre Haute, IN
Master of Science, Student Affairs and Higher Education **May 2018**
Magna cum Laude
Bachelor of Science, Human Development and Family Studies **August 2012**
Dean's List

Certifications:

Certified Life Coach, Life Coach Training Institute, San Diego, CA **June 2017**

Higher Education Experience:

Coordinator of Peer Mentoring, University College, Indiana State, Terre Haute, IN

August 2016-May 2018

- Recruit, hire, train, supervise, monitor, assign, and evaluate mentors of 500 academically at-risk students.
- Oversee, manage, and ensure effective utilization of over 100 peer mentors.
- Counsel, advise, and mentor academically at-risk students as office requires.
- Create and present effective series of success and skill development workshops.
- Track student progress through Mapworks database and guarantee outreach efforts of peer mentors.
- Assist in developing academic recovery course curriculum.
- Develop and maintain documentation of all procedures, protocols, and philosophies relevant to peer mentoring.

Resident Community Advisor, Office of Campus Life, Saint Mary of the Woods College, Saint Mary of the Woods, IN

August 2017-May 2018

- Assist in development of residence hall communities of 150 students.
- Educate, counsel, advise, mentor and evaluate resident assistants and students in the residence hall.
- Plan and implement academic and social programs conducive to student learning and development.
- Assume on-duty building coverage responsibilities for the hall on a rotating basis with other staff members.
- Develop and facilitate training of resident assistant and orientation staff members on various topics, policies, and procedures.

Mentor Coordinator, Villages of Indiana, Terre Haute, IN

August 2017-December 2017

- Recruit, train, and mobilize college students in foster care to participate in mentorship.
- Develop and implement academic and social program initiatives for retaining foster care students.
- Collaborate across university to identify and design campus space for foster care resource center.
- Facilitate connections and serve as liaison between foster care students and offices that offer student support.
- Mentor, advise, and counsel students in foster care as office requires.

Financial Wellness Counselor, Office of Student Financial Aid, Indiana State, Terre Haute, IN

May 2017-August 2017

- Counsel current and prospective Indiana State students regarding financing education during New Student Orientation.
- Provide financial literacy services to assist students with applying for aid, budgeting, borrowing, and loan repayment.
- Deliver information through various forms of communication about student accounts.
- Follow FERPA guidelines and office policies and procedures when communicating about student accounts.
- Create workshop and presentation material for students, parents, or interested parties on financial aid policy and procedures.

Diversity Trainor, Office of Equal Opportunity and Title IX, Indiana State, Terre Haute, IN

February 2017-May 2017

- Design and present diversity training for current and prospective students, faculty and staff members.
- Create inclusive excellence programming material and initiatives for staff implementation.
- Train new university staff members in Title IX and non-discrimination laws, policies, and procedures.
- Assist with the investigation of Title IX cases and take steps to ensure the parties' equal access to the university's programs.

Resident Assistant, Office of Residential Life, Indiana State, Terre Haute, IN

November 2009-May 2011

- Facilitate the social, academic, and personal adjustment of 400 students to the residence hall and University.
- Develop, organize, and produce monthly floor programs that engage students' knowledge and experience.
- Host floor meetings, have meaningful interactions with community residents and encourage community involvement.
- Counsel peers on personal, academic, conflict, and career concerns.
- Act as a positive role model, enforce and uphold university policies.
- Manage various administrative duties including maintenance requests, incident reports, room transfers, and other paperwork.
- Attend to resident safety while educating residents on their actions and decisions using a restorative justice lens.
- Assist with hiring processes, staff training, and professional development of student staff.

Work Experience:

Chief Executive Officer, Q.U.E.E.N.S Mentoring Global, LLC

February 2017-current

- Direct all organizational operations, policies, and objectives to maximize mentoring partnerships.
- Generate, manage, budget cash flow by contracting with agencies and providing mentoring services.
- Create, plan, and implement activities that meet client goals for holistic character development.
- Manage individual and family cases and ensure confidentiality of records.
- Recruit, hire, train, monitor, match, and evaluate staff performance for quality and effective mentoring strategies.
- Serve as liaison between agency and community partners to provide support for clients.
- Provide crisis intervention for clients to ensure safety of all individuals, families, and communities.

College Support Staff, The Summit Church, Durham, NC

August 2013-July 2016

- Pioneer and coordinate mentorship program focusing on spiritual, educational, financial, and life skills development.
- Budget, plan, implement leadership development program in RDU, NYC, Singapore, and South Africa.
- Fundraise \$65,000+ and manage donor relationships for participation in residency program.
- Develop and facilitate leadership training for 100 students in RDU schools from Duke, UNC, NCSU, and NCCU.
- Coordinate, plan and implement diversity events to challenge and educate students and staff toward racial reconciliation.
- Mobilize and facilitate community and international engagement with 300 college students.
- Assist with hiring processes of, supervise, and evaluate performance of female identifying staff members.
- Coordinate and mobilize college mentor volunteers by partnering with organizations serving at-risk youth in RDU.

Instructor, Hope Services LLC, Raleigh, NC

August 2012-July 2013

- Develop and implement lesson plans for strengths-based treatment as mental health interventions for 50 youth ages 5-21.
- Provide crisis intervention for youth during psychotic episodes to ensure the safety of all youth and staff.
- Develop, plan, and implement therapeutic events for psychosocial, educational, emotional, and life skills development.
- Serve as liaison between children, adolescents and their family, school and community.
- Ensure consumers' functional ability in academic, social, community, vocational and family domains through assessment.

Social Service/ Community Involvement:

Community Organizer, The Dwell Initiative, Durham, NC

August 2012-July 2016

- Create and implement service learning opportunities for 20 recent college graduates/ young professionals.
- Facilitate community building initiatives to encourage growth and development of young professionals.
- Plan and implement events to mobilize and connect professionals with neighborhood community organizers.
- Assess effectiveness of program and implement feedback to ensure quality, goal attainment, and outcome measures are met.

Mentor, Go:Mentor, Durham, NC

September 2013-May 2015

- Mentor four middle school students in at-risk schools in Durham.
- Create an environment conducive to reducing stress for students.
- Engage the interests of students through arts, crafts, reading, tutoring, relationship building, college, and career activities.
- Serve as an advocate and liaison between students, their family, and school personnel.