

# Cortney L Cross

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## 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.