

Avery Gonzales

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SUMMARY

Adult learner engagement professional with more than eight years of progressive experience in community outreach, admissions support, **student services**, and relationship development for adult and returning learners. Bachelor's prepared background includes recruitment events, CRM documentation, onboarding, GED pathway referrals, community partnerships, presentations, and connections to academic and personal support resources. Experienced in supervising student outreach activities, coordinating evening and weekend events, maintaining confidential enrollment records, and using **Microsoft Suite**, virtual platforms, spreadsheets, and office technology for organized follow up. Builds trust with diverse students, faculty, staff, agencies, businesses, and community partners through clear communication, sound judgment, emotional intelligence, and practical **problem solving**. Brings organized service delivery, accurate reporting, thoughtful referrals, and steady coordination that help **adult learners** move from initial interest toward meaningful educational progress.

EXPERIENCE

Adult Student Outreach Coordinator

July 2023 - Present

Riverbend Technical College

Toledo, OH

Lead adult learner outreach across **community events**, partner sites, campus activities, CRM follow up, referrals, and supervised intern engagement. Coordinate support connections and nontraditional education initiatives while protecting confidential records and representing college services during evening and weekend activities.

- Coordinated neighborhood **events** linking adult learners with **admissions**, GED pathways, and support resources.
- Maintained **CRM** enrollment notes and follow up plans, giving colleagues current student context.
- Built agency and business partnerships that expanded timely program information and referral pathways.
- Guided learners toward **tutoring**, accessibility services, counseling, emergency aid, writing support, and coaching.
- Supervised **outreach** interns through scripts, safety guidance, resource training, documentation, and debriefs.
- Supported education initiatives through site visits, meetings, event logistics, records, and departmental coordination.

Admissions and Community Engagement Specialist

August 2020 - June 2023

Northwest Ohio Learning Center

Bowling Green, OH

Supported adult and returning learner recruitment through presentations, information sessions, CRM documentation, referral partnerships, and clear admissions guidance. Managed outreach records, activity reporting, public inquiries, and concurrent events while safeguarding confidential information and working independently.

- Engaged returning learners through presentations, information sessions, **referrals**, and practical education pathways.
- Managed CRM records, documenting contacts and next steps with Excel and Outlook.
- Built agency partnerships that connected learners with academic, financial, disability, and personal support.
- Delivered clear **presentations** that translated **admissions** processes into practical next actions.
- Compiled **outreach** data and accurate **reports** that supported planning and follow up priorities.
- Balanced events, appointments, **data entry**, and inquiries while protecting confidential student information.

Student Services Assistant

June 2018 - July 2020

Metro Adult Education Collaborative

Perrysburg, OH

Supported GED learners and postsecondary transitions through resource guidance, appointment coordination, referrals, records management, workshops, virtual meetings, and administrative reporting. Maintained dependable service processes while researching community resources and responding tactfully to public inquiries.

- Supported GED learners with resource information, appointments, transition guidance, and referral follow up.
- Maintained **confidential files**, attendance records, contact notes, **schedules**, and electronic documents.
- Coordinated workshop rooms, presentation materials, virtual links, and basic A/V setup.
- Responded tactfully to inquiries, identified resources, and documented questions for timely follow up.
- Prepared correspondence, participant lists, activity summaries, and reports using word processing and spreadsheets.
- Researched community resources and updated directories covering academic, employment, mental health, and **emergency support**.

PROJECTS

Adult Learner Referral Network 📅 2024

Mapped community agencies and campus resources into practical referral pathways, helping staff connect adult learners with academic, personal, and emergency support.

Neighborhood Outreach Internship Program 📅 2023

Organized supervised outreach activities, resource scripts, safety guidance, and debriefs that gave student interns a consistent way to engage residents.

LEADERSHIP & AWARDS

- Recognized by student services leadership for dependable adult learner advocacy and thoughtful referral follow up.
- Selected to supervise student outreach interns supporting community engagement and learner information sharing.
- Trusted to represent education programs at evening and weekend community events with sound judgment.

EDUCATION

Bachelor's Degree in Communication
Bowling Green State University GPA: 0
Coursework: Public speaking, interpersonal communication, organizational communication, research methods

2018
Bowling Green, OH

CERTIFICATIONS

- Customer Relationship Management Foundations 📅 2021
- Mental Health First Aid USA 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Excel, Microsoft Outlook, Microsoft Word
- **CRM Systems:** Enrollment notes, prospect records, follow up tracking
- **Student Support:** Tutoring referrals, disability services, academic coaching
- **Community Outreach:** Neighborhood events, partner sites, information sessions
- **Referral Coordination:** Mental health resources, emergency support, writing assistance
- **Records Management:** Confidential files, electronic documents, attendance records
- **Presentation Technology:** Virtual platforms, room A/V systems, presentation materials
- **Administrative Reporting:** Activity summaries, outreach reports, operational reports
- **Recruitment Operations:** Admissions support, GED pathways, onboarding guidance
- **Research and Data:** Community research, data entry, spreadsheet analysis
- **Event Coordination:** Evening events, weekend events, site visits
- **Communication Methods:** Public communication, professional writing, stakeholder presentations

SKILLS

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|----------------------------|----------------------|-----------------------------|--------------------|
| • Adult learner engagement | • Student onboarding | • Community partnerships | • Research |
| • Community outreach | • GED referrals | • Student support referrals | • Data entry |
| • College recruiting | • CRM | • Intern supervision | • Customer service |
| • Admissions support | • Presentations | • Confidential records | |

PROFESSIONAL AFFILIATIONS

- Community education and workforce partnership networks supporting adult learner access.
- Professional learning communities focused on student services, recruitment, and community engagement.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST