

# Eleanor Aguirre

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## SUMMARY

Academic program specialist with three years supporting **higher education**, global learning, student services, and travel based academic programs. Coordinates calendars, applications, records, communications, partner relationships, financial documentation, and logistics across overlapping program cycles. Uses Terra Dotta, **Workday Finance**, **Microsoft Excel**, **Microsoft Outlook**, databases, and website systems to keep information accurate and accessible. Provides responsive service to students, faculty, domestic partners, and international university contacts, resolving questions through careful research and documented follow through. Builds practical trackers that clarify enrollment, travel documents, payment status, and deadlines. Communicates policy and schedule changes in clear language while balancing fluctuating workloads. Background combines direct student support with independent ownership of operational details, data quality, transaction preparation, and program coordination. Ready to contribute reliable organization, sound judgment, and thoughtful service within a collaborative academic programs team.

## EXPERIENCE

### Academic Program Coordinator

July 2025 - Present

Harborview University

Long Beach, CA

Coordinates semester and summer global learning programs serving approximately 180 students annually. Owns calendars, Terra Dotta records, partner communications, Workday Finance documentation, Excel tracking, website updates, and **student service** workflows. Supports accurate decisions by organizing operational data and following each issue through resolution.

- Coordinated semester and summer programs for approximately 180 students using calendars, milestones, records, and partner **communications**.
- Managed **Terra Dotta** applications and documents, resolving incomplete **records** before student and program deadlines.
- Processed **Workday Finance** expenses and supplier documents, reconciling records against approved budgets before review.
- Built Excel trackers for enrollment, travel documents, payment status, and overlapping operational deadlines.
- Prepared Outlook messages and website updates covering applications, orientation, travel requirements, and schedule changes.
- Resolved student and partner questions through record research, cross functional coordination, and documented follow through.

### Global Programs Assistant

September 2023 - June 2025

Coastal Metropolitan College

Torrance, CA

Supported faculty led and exchange programs through organized records, orientation materials, itineraries, rosters, partner coordination, financial preparation, **student service**, database maintenance, and approved website publishing. Managed recurring administrative details with careful validation and timely escalation of policy exceptions.

- Organized application records, orientation materials, itineraries, rosters, and recurring **communications** for faculty led programs.
- Maintained program **databases** and completed high volume **data entry** with validation checks across active programs.
- Coordinated international partner requests, documented action items, and escalated policy exceptions through proper channels.
- Prepared invoices, financial documentation, and Excel expense summaries for staff review and program reconciliation.
- Answered student questions about applications, timelines, required documents, and university resources with clear guidance.
- Updated approved **website content** and shared materials, keeping published information aligned with current procedures.

## PROJECTS

### Global Program Operations Dashboard 📅 2025

Created a practical Excel dashboard that brought enrollment, document status, payments, and deadlines into one view. Building it clarified daily priorities and gave program staff a calmer way to spot follow up needs before students were affected.

### International Partner Communications Toolkit 📅 2024

Developed organized communication resources for student and partner questions about applications, timelines, documents, and travel preparation. Clear templates helped turn recurring questions into consistent service and gave each conversation a useful next step.

## LEADERSHIP & AWARDS

- Received Harborview University recognition for dependable coordination of global learning operations in 2026.
- Earned Coastal Metropolitan College staff appreciation for accurate records and responsive student service in 2025.
- Selected by program colleagues to support cross team coordination during overlapping global program deadlines.

## EDUCATION

### Bachelor's Degree in International Studies

2023

California State University, Long Beach GPA: 3.8

Long Beach, CA

**Coursework:** Global education, intercultural communication, international relations, program management

CERTIFICATIONS

- Project Management Foundations 📅 2025
- Microsoft Excel Associate Skills Certificate 📅 2024

TECHNICAL SKILLS

- **Program Systems:** Terra Dotta, Workday Finance, student records
- **Microsoft Office:** Microsoft Excel, Microsoft Outlook, Microsoft Word
- **Data Management:** Database administration, data entry, validation checks
- **Financial Operations:** Expense processing, invoice records, budget reconciliation
- **Communication Systems:** Email communications, partner requests, student notices
- **Web Administration:** Website maintenance, content updates, approval workflows
- **Project Coordination:** Project management, deadline tracking, issue resolution
- **Study Abroad Operations:** Applications, itineraries, orientations
- **Customer Service:** Student support, partner service, inquiry response
- **Reporting Tools:** Excel trackers, status reports, operational summaries

SKILLS

- |                           |                     |                          |                             |
|---------------------------|---------------------|--------------------------|-----------------------------|
| • Program Coordination    | • Terra Dotta       | • Database Management    | • Project Management        |
| • Study Abroad Operations | • Workday Finance   | • Data Entry             | • Stakeholder Communication |
| • Student Services        | • Microsoft Excel   | • Financial Transactions | • Customer Service          |
| • Program Logistics       | • Microsoft Outlook | • Website Maintenance    |                             |

PROFESSIONAL AFFILIATIONS

- Member, NAFSA Association of International Educators, supporting professional learning in global education.
- Member, California Association of College and University Counselors, connecting student service practice with campus operations.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST