

Lucy Cantu

Logistics Coordinator, International Programs

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STRENGTHS

- ♥️ **Student Guidance**
Turned post acceptance requirements into clear next steps, and students often returned with better questions.
- 📊 **Financial Accuracy**
Matched invoices, reimbursements, and budget records carefully, giving faculty leaders confidence in available funds.
- 👥 **Cross Campus Coordination**
Connected registrar, finance, faculty, and student services teams when one missing detail could delay readiness.
- ✈️ **Travel Operations**
Checked insurance, itineraries, and airfare details early, which kept preparation calmer for students and faculty.
- 📄 **Data Stewardship**
Validated Terra Dotta records before reporting, making eligibility and enrollment updates easier for stakeholders to trust.

SKILLS

Study Abroad Logistics Terra Dotta

International Travel Coordination

Faculty Led Programs

Program Budget Monitoring

Invoice Processing

Reimbursements

Contract Administration

Student Registration

Billing Support Travel Insurance

Clery Reporting Support

Cross Cultural Communication

SUMMARY

International education **logistics coordinator** with five years supporting study abroad operations, student mobility, **faculty led programs**, and cross cultural services in university settings. Guides students through post acceptance, pre departure, insurance, registration, billing, and travel requirements with clear, timely communication. Manages Terra Dotta records, participant eligibility, enrollment reporting, program fees, invoices, reimbursements, contracts, vendor requests, faculty airfare, and budget reconciliation. Partners with registrar, finance, faculty, travel, and student services teams to resolve issues before deadlines and keep programs moving smoothly. Experience includes **Clery reporting support**, course creation workflows, **participant compliance**, and international travel risk practices. Brings organized administrative judgment and practical student support that can strengthen program operations, financial accuracy, and participant readiness.

EXPERIENCE

International Programs Logistics Coordinator

Lakeview College 📅 July 2024 - Present 📍 Madison, WI

Coordinates faculty led and semester **international programs**, supporting participant readiness, travel operations, financial controls, registration workflows, compliance records, and stakeholder reporting through Terra Dotta.

- Maintained **Terra Dotta** milestones for faculty led programs, giving coordinators current participant readiness information.
- Resolved incomplete insurance and registration records before deadlines, reducing last minute student follow up.
- Reconciled **program budgets** with invoices and **reimbursements**, clarifying available funds for faculty leaders.
- Created **study** abroad course records with registrar staff, resolving permissions and enrollment discrepancies.
- Verified travel itineraries with vendors and arranged **faculty airfare** within program requirements.
- Produced eligibility, enrollment, and Clery support reports after validating source records for stakeholders.

Global Education Administrative Specialist

North River University 📅 January 2023 - June 2024 📍 Milwaukee, WI

Supported daily international education administration across academic terms, maintaining participant data, financial records, **contracts**, communications, and **enrollment** coordination for students and faculty.

- Audited **Terra Dotta** participant records, correcting inconsistent data before staff status reports were issued.
- Processed invoices, payment requests, and **reimbursements**, keeping financial documentation ready for budget review.
- Clarified travel deadlines and documentation through student communications, improving follow through across program cohorts.
- Tracked contract approvals with university offices, keeping program agreements visible through final routing.
- Prepared registration lists with academic offices, correcting course discrepancies before student departure.
- Supported faculty leaders and campus partners with organized records, timely updates, and practical issue resolution.

International Student Services Assistant

Prairie State University 📅 September 2021 - December 2022 📍 Rockford, IL

Enrollment Reporting

Vendor Coordination

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● International Programs
Logistics Coordinator at
Lakeview College (2.2 Years)

● Global Education
Administrative Specialist at
North River University (1.4
Years)

● International Student
Services Assistant at Prairie
State University (1.2 Years)

Provided supervised **administrative support** for education abroad advising and student mobility operations, building accurate records, financial files, participant materials, and cross campus coordination practices.

- Verified application materials for completeness, strengthening eligibility reviews and pre departure file accuracy.
- Matched expense documentation with invoices, helping finance teams process **reimbursements** with fewer follow up questions.
- Prepared travel materials and attendance records for **pre departure** sessions, supporting consistent student preparation.
- Maintained appointment and program files, giving coordinators dependable information for student and faculty inquiries.
- Collected missing enrollment details from academic offices, keeping participant records current before program deadlines.
- Escalated complex travel and registration questions, connecting students with coordinators for timely guidance.

PROJECTS

Faculty Led Program Budget Reconciliation 📅 2025

Built reconciliation files from program fees, invoices, reimbursements, and spending records. Faculty leaders received a clearer view of remaining funds and open items.

International Participant Readiness Reporting 📅 2024

Validated Terra Dotta records for eligibility, enrollment, and Clery support. Reports helped university stakeholders review participant status before departure.

LEADERSHIP & AWARDS

- Recognized by faculty program leaders for clear budget reconciliation files and dependable operational follow through.
- Commended by student services colleagues for patient guidance during complex registration and travel preparation questions.
- Selected for increasing responsibility across Terra Dotta reporting, vendor coordination, and faculty led program support.

EDUCATION

Bachelor's Degree in International Studies

University of Wisconsin Milwaukee 🎓 GPA: 3.7 📅 2021 📍 Milwaukee, WI

Coursework: *International Education, Cross Cultural Communication, Global Migration, International Development*

CERTIFICATIONS

- Terra Dotta User Training 📅 2025
- International Travel Risk Management Fundamentals 📅 2024

TECHNICAL SKILLS

- **International Education Systems:** Terra Dotta, participant records, program databases
- **Budget Administration:** budget monitoring, fee review, budget reconciliation
- **Financial Processing:** invoices, payment requisitions, reimbursements
- **Registration Systems:** course creation, permissions, enrollment compliance
- **Travel Coordination:** travel agencies, faculty airfare, itinerary verification
- **Risk and Insurance:** travel insurance, risk management, participant coverage
- **Reporting and Compliance:** Clery reporting, eligibility reports, enrollment reports
- **Contract Administration:** program agreements, contract routing, approval tracking
- **Vendor Coordination:** vendor requests, travel vendors, service documentation
- **Student Services:** pre departure advising, participant compliance, billing support
- **Communication Tools:** student communications, faculty updates, cross campus coordination

PROFESSIONAL AFFILIATIONS

- International Education Administrators Network participant, sharing practical ideas on student mobility operations and advising.
- University continuing education community member, maintaining current knowledge of international travel risk practices.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST