

Arianna Myers

Student Services Support Specialist

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📍 Cary, NC 27513

STRENGTHS

- ♥ **Calm Student Support**
During tense conversations, active listening helped students feel heard before referrals moved forward with care and clear boundaries.
- 📁 **Reliable Records**
Sensitive accessibility files stayed organized through status tracking, controlled access, and consistent follow up across busy service periods.
- 📅 **Practical Coordination**
Calendars, calls, check ins, and partner tasks moved together more smoothly after clearer daily tracking was put in place.
- 🗣️ **Warm Referrals**
Students received useful next steps rather than a handoff alone, with resource information matched to each situation.
- 🗣️ **Feedback Informed Service**
Service counts and student comments revealed recurring barriers, prompting better handouts, directories, and follow up routines.

SKILLS

- Student services
- Higher education
- Resource navigation
- Accessibility support
- FERPA privacy
- Active listening
- De escalation
- Warm referrals
- Microsoft 365
- Element451
- Appointment scheduling
- Document tracking
- Data entry
- Invoice processing
- Continuous improvement

SUMMARY

Student services professional with five years of progressively responsible experience supporting **higher education** students through welcoming front desk operations, resource navigation, accessibility administration, testing support, scheduling, confidential records, and coordinated referrals. Bachelor's prepared and experienced with FERPA aligned privacy, **professional boundaries**, active listening, de escalation, and appropriate escalation for distressed or frustrated students. Skilled in Microsoft 365, Element451, **student information systems**, communication platforms, appointment scheduling, document tracking, data entry, service utilization reporting, invoice processing, outreach materials, website updates, and resource directories. Builds dependable administrative systems that help students access campus and community services while supporting faculty, staff, finance partners, and community organizations. Uses student feedback and operational data to improve follow up, communication, accessibility, and **whole student service**. Ready to contribute thoughtful coordination, sound judgment, and equitable support within a college support center.

EXPERIENCE

Senior Student Services Coordinator

Triangle Student Success Network 📅 July 2024 - Present 📍 Cary, NC

Leads daily student support operations across reception, resource navigation, accessibility documentation, scheduling, referrals, outreach, and routine financial administration. Coordinates platforms, records, partners, and service improvements that help students receive timely, confidential support.

- Balanced walk ins, multi line calls, email, check ins, and **appointments** across daily reception operations.
- Maintained confidential accessibility records with FERPA aligned controls, status tracking, and secure document handling.
- Used Element451, **Microsoft 365**, and student systems for calendars, forms, communications, and service records.
- Applied **active listening** and **de escalation** before referring distressed students through appropriate escalation paths.
- Reviewed utilization data and feedback, identifying barriers that improved handoffs and document **follow up**.
- Coordinated invoices, bills, website updates, **resource directories**, materials, and event logistics with campus partners.

Student Services Specialist

Wake Student Resource Collaborative 📅 June 2022 - June 2024 📍 Raleigh, NC

Supported front desk and resource navigation operations for students seeking accessibility, testing, counseling administration, and community referrals. Maintained organized records, calendars, communications, and follow up systems while protecting sensitive information and service boundaries.

- Provided **front desk** information and warm referrals while maintaining professional scope and clear service boundaries.
- Built accommodation trackers that surfaced missing documents, pending follow up, and completed support steps.
- Scheduled appointments and maintained calendars, digital **files**, data logs, and internal **communications** during peak demand.
- Protected student and medical information through **FERPA** requirements, access controls, and verification procedures.
- Supported testing, accessibility, and counseling administration through **forms**, **check in**, navigation, and partner follow up.
- Compiled service counts and feedback that informed updated handouts, directories, and student communications.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Senior Student Services Coordinator at Triangle Student Success Network (2.2 Years)
- Student Services Specialist at Wake Student Resource Collaborative (2 Years)
- Student Support Assistant at Capital Area Community College Foundation (8 Months)

Student Support Assistant

Capital Area Community College Foundation September 2021 - May 2022 Raleigh, NC

Provided supervised student support and office administration across reception, records, supplies, calendars, invoice documentation, resource materials, and outreach events. Helped maintain accurate information and dependable workflows for students, staff, foundation partners, and community services.

- Routed calls and **email** inquiries, connecting students with staff, campus services, and **community resources**.
- Entered student requests and program activity into institutional systems, checking records for completeness.
- Organized physical and digital files, administrative materials, **supplies, calendars**, and routine office workflows.
- Processed invoice and bill documentation for review through foundation and business office procedures.
- Updated resource lists, **handouts**, and event materials from approved sources, keeping information current.
- Supported **outreach events** with check in materials, participant direction, feedback collection, and attendance records.

PROJECTS

Accessibility Records Improvement 2024

Created a clearer document status process for accommodation requests, helping staff identify missing materials, pending follow up, and completed steps while protecting sensitive student information.

Student Resource Directory Refresh 2023

Reviewed resource information, handouts, and communication materials with service partners, supporting clearer referrals and more reliable student access to campus and community resources.

LEADERSHIP & AWARDS

- Recognized by student services leadership for dependable coordination of confidential accessibility records and referral follow up.
- Selected for peer recognition after supporting calm, respectful responses during challenging student service interactions.
- Commended for accurate invoice documentation, outreach preparation, and consistent front desk coverage.

EDUCATION

Bachelor's Degree in Human Services

University of North Carolina at Greensboro GPA: 0 2021 Greensboro, NC

Coursework: Student services, counseling foundations, human services practice, community resources

CERTIFICATIONS

- FERPA for Higher Education Professionals Certificate 2024
- Mental Health First Aid USA 2025

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft 365, Outlook, Word
- **Student Information Systems:** Element451, student information systems, CRM
- **Scheduling Systems:** appointment calendars, scheduling tools, booking systems
- **Communication Systems:** email platforms, multi line phones, internal communications
- **Records Management:** document tracking, digital files, status logs
- **Privacy Compliance:** FERPA, confidentiality, access controls

- **Accessibility Administration:** medical documentation, accommodation requests, verification procedures
- **Testing Support:** testing check in, forms, room coordination
- **Data Reporting:** service utilization data, service counts, feedback tracking
- **Financial Administration:** invoices, bills, payment processing
- **Outreach Materials:** website content, resource directories, promotional flyers
- **Referral Support:** warm referrals, community resources, escalation procedures

PROFESSIONAL AFFILIATIONS

- Higher Education support community participant focused on equitable student access and inclusive service practices.
- Community resource collaboration participant connecting students with campus and local support organizations.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST