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| Emily Johnson | | |
| Summary  Results-driven senior academic advisor with over 10 years of experience in higher education administration. Expert in developing innovative student support programs and data-driven strategies to enhance student success and retention.  Work Experience  **Senior Academic Advisor Jan 2018 – Present**  Metropolis State University Metropolis, NY   * Led initiatives to redesign advising processes, resulting in a 30% increase in student satisfaction scores. * Supervised and trained a team of 5 academic advisors, fostering a collaborative environment that improved team performance.   **Academic Advisor Jul 2013 – Dec 2017**  Metropolis Community College Metropolis, NY   * Implemented data tracking systems to monitor student progress, leading to a 15% increase in graduation rates. * Developed outreach programs that engaged underrepresented students, improving enrollment and retention by 20%.   Education Doctor of Philosophy: Educational Leadership Jan 2013 *Metropolis University**Metropolis, NY*  certifications   * Certified Higher Education Professional – ACPA – 2015 | Contact  (555) 123-4567  emily.johnson@example.com  Metropolis, NY 10001  Skills  Strategic Planning  Leadership  Program Development  Assessment and Evaluation  Data Management  Student Engagement  Policy Development  Collaboration  Crisis Intervention  Public Speaking |