

# Erika L. Zwahr

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## Objective

To continue my career with an organization that will utilize my management, supervision, and administrative skills to benefit mutual growth and success.

## Education

### Sul Ross State University

M.ED Counselor Education

December 2019

Bachelor of Arts in English

August 2014

- Student Support Services, Student of the Year certification, 2014
- Student Support Services, Freshman of the Year certification, 2012
- Sigma Tau Delta, English Honors Society certification, 2012

## Skills

### Leadership and Communication Skills

- Provided personal, career, and academic counseling to Student Support Services program participants.
- Assisted students with registration, academics, and financial aid programs.
- Created and presented workshops/seminars to assist students in enhancing the participants' skills in academics, goal setting, and career exploration.
- Assisted students with basic college requirements, and motivated students toward the successful completion of their postsecondary education.
- Attended SWASAP & TASAAP conferences to gain knowledge on how to successfully manage our program and to be an effective advisor/counselor.
- Experience in budget management, database management, staff supervision, grant writing, and purchasing.
- Met deadlines for weekly/monthly paperwork by proficiently communicating with supervisors and students.
- Built rapport with students and successfully guided them to identify strengths and weakness for academic and career success.
- Strong problem solving and analytical skills with a M.ED in Counselor Education.
- Able to guide students to become self-regulated and self-directed learners by providing proper assessments.

### Computer and Office Skills

- Full knowledge of Microsoft Word, Excel, Power Point, Banner, and Student Access.
- Able to speak, read, and write Spanish in a formal manner.

- Strong verbal, written communication, and research skills.
- Exceptional customer service skills with extra attention to detail.
- Clever in time management and completing a task successfully by completing tasks and prioritizing projects in a complex environment while maintaining attention to details.
- Acquire great skills in confidentiality and flexibility during my time as a Data Tracking Specialist, Advisor/Retention Specialist, Academic Coach, and intern in the Counseling Department.
- Able to adapt to constant changes and develop new initiatives.
- Work under pressure while setting priorities to achieve goals in complex situations by maintaining a fair judgment and strong ethical and professional standards.
- Engage in effective conflict resolution by being assertive and utilizing my work and educational experience.
- Organize student information and conduct data entries by maintaining and ensuring the security of student files.
- Knowledgeable of federal and state laws, regulations, policies, and best practices affecting student rights.

## **Experience**

Academic Coaching Academic Coach	Victoria, TX July 2020-Dec. 2020
Student Support Services Retention Specialist/Advisor	Alpine, TX Aug. 2018-Sep. 2019 July 2020-Present
Counseling and Accessibility Services Intern	Alpine, TX Aug. 2018-Dec. 2018
Private Practice in Equine Therapy Intern	Alpine, TX May. 2018-Dec. 2018
Talent Search Program Data Tracking Specialist	Alpine, TX Feb. 2016-Aug. 2018
McNair Scholars Program Data Tracking Specialist	Alpine, TX Feb. 2014-Feb. 2016

## **Activities**

SSS Club, President, 2013-2014  
 SSS Club, Secretary, 2011-2013  
 Newman Club, Treasurer, 2012

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