

# Ronald D. Smith

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## Target Position – Director, Community College Partnerships

Seasoned higher education professional with over 10 years of experience helping individuals and organizations achieve success by leveraging prior learning assessment, transfer, certification and credentialing pathways. My higher education experience encompasses both non-profit and for-profit institutions, providing a unique array of skills and competencies. Results oriented change agent that has led cross functional teams positively impacting enrollment, educational partnerships, student success and completion rates. I am comfortable engaging with university, industry and non-profit leaders alike. My natural talents lie in relationship building and consultative sales as well as project management.

### Areas of expertise include:

|                        |                             |                        |
|------------------------|-----------------------------|------------------------|
| Strategic Planning     | Sales/Relationship Building | Curriculum Development |
| Assessment             | Team Building, Leadership   | Presentation           |
| Leadership Development | Project Management          | Budget / Forecasting   |
| Strategic Planning     | Communication               | Training               |

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### RELEVANT EXPERIENCE: HIGHER EDUCATION

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**Oakton Community College-** Skokie, IL

2014 - Present

#### Senior Manager, Workforce Development Solutions

Responsible for leading the workforce development solutions team with identifying opportunities and providing educational solutions that meet organizational needs. Solutions include a full suite of learning and personal development programs.

#### *Key Accomplishments:*

- Achieved 112% of 2016 revenue goal
- Achieved 159% of 2015 revenue goal
- Extended workforce development's client base by 40% over a two year period
- Developed a streamlined assessment method for qualifying client training opportunities
- Executed customized Service Technician Training Program for largest independent electronics retailer
- Developed and implemented new employee onboarding program for large manufacturing company
- Successfully administered first utilization of Salesforce CRM software saving staff and administrative time.
- Developed a (how many) of open enrollment continuing education for Workforce Solutions department
- Project shareholder and co-developer of onboarding process for all continuing education instructors
- Serve on Oakton's Curriculum Committee alongside administration, academic deans and instructors
- Partnered with marketing to plan, strategize and create collateral to align with training vision for college

**Career Education Corporation - Schaumburg, IL**

**Director, Higher Education Community College Partnerships**

2011 - 2014

Responsible for leading a team focused on developing and executing transfer pathway agreements with community colleges for American InterContinental University and Colorado Technical University. Additionally charged with increasing enrollment and completion rates.

*Key Accomplishments:*

- Used consultative sales approach to increase AIU transfer agreements from 9 to 24 (166% increase)
- Used consultative sales approach to increase CTU transfer agreements from 19 to 25 (31% increase)
- Increased AIU and CTU online and ground campus enrollment by over 200 students combined
- Leveraged academic programs best aligned for community colleges to increase transfer rates
- Transfer partnerships accounted for \$2.9M in Net Revenue
- Led a team of 4 Account Managers serving community colleges nationwide
- Collaborated with faculty, deans and support services to facilitate and expedite transfer student process
- Created formal agreement with Phi Theta Kappa Honors Society for AIU and CTU
- Established college transfer pathway with Community College of the Air Force for military students
- Piloted dual enrollment transfer agreement with Kaiser Permanente

**University of Phoenix – Chicago, IL**

**National Operations Manager, Community College Partnerships**

2010 - 2011

I was responsible for project management for national academic partnerships with all community colleges across the United States. Provided virtual leadership and direction to 200 account managers organization-wide engaged in college transfer alliances.

*Key Accomplishments:*

- Designed and implemented process for University resulting in over 150 new articulation agreements
- Increased the number of College articulation agreements by over 800 new transfer students
- Deepened community college relationships and increased number of academic programs covered
- Managed diverse teams of project stakeholders from both the transfer institution and University of Phoenix
- Analyzed industry data and assessed academic trends to identify emerging transfer needs

**Regional Manager, Transfer Pathways – Chicago, IL**

2009 – 2010

Developed and led the first Midwest region transfer pathway initiative for 8 states. Created strategic plan to increase community college transfer agreements and provided leadership to 12 account managers across the Midwest.

*Key Accomplishments*

- Oversaw the implementation of 35 articulation agreements within region
- Created standard operating procedures to facilitate the evaluation of community college programs
- Designed and implemented strategic plan for evaluating client curriculum materials
- Developed and executed the first regional Workforce Development credit transfer management role
- Conduct policy and data analysis, research on institutional, state and national issues and policies
- Collaborated with campus presidents to create strategy and calibrate regional and national enrollment goals
- Developed communication campaign to promote the value of Articulation initiatives throughout region

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#### EDUCATION

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**University of Phoenix** – Masters Degree (Management/Human Resources Management), **May 2009**

**Morehouse College** – Bachelors of Art Degree (Psychology), **May 1995**

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#### VOLUNTEERISM AND COMMUNITY INVOLVEMENT

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- **Committee Member**- Northern Illinois Professional Safety Training Academy (NIPSTA) – 2016 to Present
  - **Committee Member** – Youth Job Center Evanston, Business & Employment Advisory Council
  - **Committee Member**- Oakton Community College Curriculum Committee – 2015 to Present
  - **Board Member** – Skokie Chamber of Commerce - 2015 to Present
  - **Judge** – Phi Theta Kappa Honors Society, Hites Scholarship Competition – 2012 to 2013
  - **Committee Member** – Consortium of Southern California Colleges and Universities – 2012 to 2013
  - **Member** - Resources for the Education of Adults in Chicago Area (REACH) – 2011 to 2013
  - **Presenter** – Coyne College – 2011 & 2012
  - **Committee Member** – Coyne College Program Advisory Committee – 2011
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#### AWARDS AND RECOGNITION

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2012 Career Education Corporation: Recognition for New Academic Alliance Opportunities Executed

2011 University of Phoenix: Rising Phoenix Award for expanding transfer partnerships

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#### TECHNICAL PROFICIENCY

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Windows, Word, Excel, PowerPoint, Outlook, Salesforce, Banner and WebEX