

# Reham Maswadeh

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**OBJECTIVE** It is my goal to combine my education and wide range of experience at managing student academic affairs to make a positive contribution in the higher education field.

**EDUCATION**

**Master's in Human Resource Management**  
Keller Graduate School of Management, August 2010

**Master's in Business Administration**  
Minor- International Business  
Keller Graduate School of Management, April 2009

**Bachelor's of Science in Management**  
DeVry University, June 2005

**PERSONAL/  
TECHNICAL  
SKILLS**

- Solid knowledge in academic policies and procedures in a university setting, excellent ability to work independently in a multi task environment, strong ability to communicate in written and verbal modes, excellent customer service, communication and interpersonal skills, responsible, reliable, hardworking, task-oriented, group-oriented, independent thinker and a quick learner.
- Solid knowledge in Microsoft Office Suite, Banner, Oracle Applications, Oracle E-Business Suite, Discoverer Viewer Reports, AdAstra Scheduling, People Soft, CampusVue, Laurus, Veritas Reports, Blackboard, and Canvas.

**EMPLOYMENT  
HISTORY**

**Program Manager** **2015 – Present**  
Pearson- University of San Francisco, Orlando, FL

- Oversees the development of the Masters of Nursing- CNL program mission and goals
- Counsels students and handle student complaints
- Manages and oversees the administrative and daily operations of the MSN- CNL program, ensuring compliance with university policies and regulations
- Develops and implements systems and processes to establish and maintain records for the operating unit
- Assist in training new employees as needed to support the program
- Maintain accurate and complete student enrollment records as required by university governance, as well as all laws, policies and administrative regulations in order to keep accurate information in the database
- Prepare and develop all required retention business metric reports on enrolled students and report on retention activities
- Implement re-entry initiatives to bring inactive students back into the program
- Reconcile student enrollment numbers and process invoices working with accounting
- Confer with faculty, program directors, campus counselors and administrators to help resolve students' academic and administrative problems
- Plan and conduct Webinar information sessions and group conferences to promote the adjustment of students to their new life experience of preparing to start college

- Prepare analytical and statistical reports for management
- Serve as a resource expert regarding program policies and procedures
- Guide students in regarding to educational issues such as registration, course selection, course materials, class scheduling, school adjustment and study habits and planning

### **Registrar**

**2014 - 2015**

Florida Technical College, DeLand, FL

- Ensured the integrity, accuracy, and security of all academic records of current and former students
- Facilitated effective student registration and enrollment
- Maintained up-to-date annual course schedules
- Completed the processes for the articulation of transfer credits, enrollment and degree verification, production of official transcripts, and diplomas
- Counseled and advised students, faculty, and staff on academic matters
- Conducted the evaluation and certification of all graduation applications, while overseeing the complete graduation process
- Collected, recorded and maintained student records within FERPA guidelines
- Collaborated with the campus director, dean, and faculty to facilitate and improve services to students and improve retention
- Scheduled and advised online students of approved online programs

### **Director- Office of Scholarships**

**2013 - 2014**

American Gulf University for Science and Technology (GUST), Middle East

- Created a new department that reports directly to the Vice President of Academic Services
- Managed 2,800 scholarship students that are fully funded by the Ministry of Education
- Created a policy booklet for the Ministry of Education that includes all rules and regulations that all scholarship students must abide by
- Developed and coordinated a student orientation for all new scholarship students, that is presented on a session bases and attended by officials from the Ministry of Higher Education
- Worked closely with students to ensure academic success and high retention rates
- Assisted continuing low income students to find and apply for suitable scholarship programs
- Created and updated the financial report 6 times a year for the Ministry of Education
- Established a comprehensive process for semester withdrawals, university withdrawals, program changes, minor changes, and scholarship deferrals for all scholarship students
- Established a comprehensive process to track at risk and dismissed students, while working closely with the Student Success Center to ensure student academic progress and success
- Created job descriptions, interviewed, hired, and trained staff for the Office of Scholarships
- Prepared all necessary documentation for the Vice President to represent GUST at the Private Universities Council Committee and the Ministry of Higher Education

- Represented GUST at the Private Universities Council Committee and the Ministry of Higher Education upon the VP's request

### **Registrar Coordinator**

**2006 – 2013**

Registrar's Office, DeVry University, Orlando, FL

- Created, revised, and updated annual schedules for 5 campuses in FL
- Resolved students' academic issues: academic appeals, attendance appeals, academic dismissals, probation, resuming student, academic progress, credit transfer, and transcript evaluations
- Accepted, scheduled, and provided new and continuing students' academic advising to ensure academic progress and success
- Provided all types of system reports upon Academic Deans requests
- Processed transcript requests and acceptance letters for both DeVry undergraduate and Keller graduate students
- Processed Education Verifications for student loans, student academic progress, and graduation confirmation
- Assisted the Registrar with graduating DeVry and Keller students in the system and conducting the graduation ceremony
- Verified Census Reporting and generated invoicing to Home Office
- Maintained the attendance system for the DeVry Orlando Campus, and four different centers
- Trained instructors on using the attendance system and provided updates and assistance as needed
- Trained and provided assistance to Attendance Coordinators and Scheduling Coordinators in other DeVry Florida locations
- Tracked weekly attendance for all students and provided academic counseling to students who are not in compliance with DeVry's attendance policies
- Hired, trained, and supervised Registrar Office employees to assist with daily Registrar duties

### **Academic Support Coordinator**

**2004 – 2006**

Registrar's Office, DeVry University, Orlando, FL

- Created, revised, and updated schedules for the Orlando Metro Campus
- Assisted the Academic Deans in completing the annual academic schedules
- Communicated DeVry's attendance policy to students, instructors, and other departments to ensure attendance is recorded and maintained correctly
- Accepted, scheduled, and provided new and continuing students' academic advising to ensure academic progress and success
- Assisted in creating and maintaining a new attendance system for all DeVry Florida Metro Campuses
- Provided training and updates to faculty and administrative staff on the new attendance system