

# Laura Rutz

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## Career Snapshot

- Two years of commended performance in key student services and support roles in one of Colorado's largest community colleges.
- Two years of commended performance in fast paced rehabilitation and therapy clinics.
- Expert in communications, problem solving, relationship building, and critical thinking.
- MS Office "power-user" with additional proficiencies in assorted databases.

## Awards

- "Vice President's Service" Award, 2011
- "Rising Star," Award, 2012
- "Outstanding Graduate," Award 2012

## Computer Skills

Word, Excel, PowerPoint, Outlook, Banner, Blackboard, D2L, SARS, JAVA, C++

## Mission Statement

*Strive to exceed expectations by delivering second-to-none service. Maintain centrality in all initiatives and interactions, always putting educational needs first.*

## Key Skills

- Critical thinking
- Troubleshooting/ Problem Solving
- Student Services Support
- Strong Commitment to Success and Professional Development
- Organizational Development
- Leadership Development
- Call Center Operations
- Technical/User Support
- Complaint Handling
- Reports & Documentation
- Information Specialization
- Tours/Public Speaking
- Event Planning

## Professional Experience

FRONT RANGE COMMUNITY COLLEGE — Westminster, CO

Information Specialist / Student Ambassador  
8/2010 to 4/2012

Supervisor: Ashley Maloney,  
Director of Enrollment Services, Front Range Community College

- Provided enrollment services to incoming students, which included:
  - Teaching "Getting Started" Sessions to a classroom full of prospective students.
  - Conducting "One on One Information" sessions with students/families.
  - Supplying quality administrative support for the Out Reach and Enrollment department.
  - Giving campus tours and demonstrating strong public speaking skills in front of groups as large as several hundred.
- Coordinated large campus events, which included designing handouts, scheduling rooms, set up, and managing others.
- Provided telephone, online, and face-to-face customer service/support within high-volume call centers (handling an average of 80 calls/internet inquiries daily), as well as busy service desks/information desks.
- Other Administrative duties assigned by a various number of departments and upper administration members.

COLLEGE HILL LIBRARY— Westminster, CO

College Hill Library  
Circulation Desk/Technical Services  
8/2010 to 2/2011

Supervisor: David Wittke  
Circulation Supervisor

- Delivered exceptional clerical, customer service, and other library services to a large volume of patrons/students.
- Provided other essential duties to maintain the function and operation of the library and its processes, including data entry, decimal system reading, cataloging, processing new books, assisting patrons with library equipment, and shelf reading.
- Refurbished old library books and made repairs to worn out copies.

## References

Ashley Maloney, Director of Student Services and Enrollment, Front Range Community College, 303-404-5084

Amy Rosdil, Director of Student Life, Front Range Community College, 303-404-5254

David Wittke, Circulation Supervisor, College Hill Library, 303-404-5372 or 303-404-5000

HEALTH ONE BRONCOS SPORTS MEDICINE AND REHABILITATION / BROOKSIDE PHYSICAL THERAPY— Thornton /Denver, CO

Physical Therapist Assistant  
6/2007 to 2/2009

- Administered quality patient care, under the direction of a licensed Physical Therapist, to a case load of up to 16 patients per day in a high volume out-patient setting.
- Performed ergonomic evaluations of workplace, residence, and transportation.
- Provided administrative duties such as documentation, appointment setting, faxing, and other clerical responsibilities.

## Organizations

*State Student Advisory Council - **Chair***, 2011-2012, SSAC is an advisory board for the SLDC, which works in conjunction with the State Board of Community Colleges and Occupational Education, and also works with the Community College Systems Office, representing over 160,000 community college student voices.

*Student Government Association - **President***, FRCC-WC, 2012, Successfully planned and implemented college events, ran official meetings, allocated student fee budget, and advocated student needs to upper college administration.

*Student Ambassador – **President***, FRCC-WC, 2010-2012, Trained and developed student leaders on campus. Performed volunteer and community services projects. Represented Front Range Community College as a student leader.

*Phi Theta Kappa Honor Society - **Public Relations Officer***, Alpha Mu Psi Chapter, FRCC-WC, 2011, Acted as liaison between the administration, chapter members, and the student body, using a variety of social media methods.

## Education

Front Range Community College — Westminster, CO  
Associate of Science (AS) , 2009-2012, **GPA 4.0**

Pima Medical Institute — Denver, CO  
Associate of Occupational Science (AOS), 2005-2007, **GPA 3.9**

## In Progress

Will complete a Management Basics certificate over the summer of 2012.

Currently pursuing a Bachelor's degree in either Business Administration Management or Organizational Development.