

DIANA MEDINA

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SUMMARY

An accomplished Higher Education Administrator with more than seven years of experience working with graduate students. An outstanding relationship and team builder who creates win-win partnerships with key stakeholders.

EXPERIENCE

- 2011-Present Associate Director, Student Services for MBA programs, *FIU*
- Collaborates with other program management and with the Graduate School Associate Dean to foster the highest standards of quality, customer service and educational value to the College of Business MBA students
 - Directs the delivery of student services for the Executive and Professional MBA programs, with a student centered approach that goes above and beyond to support an exceptional student experience while enrolled in the programs
 - Collaborates with the Faculty Director to comply with all accreditation processes
 - Directly handles faculty and student academic issues, as well as student team assignments. Handles all conflict resolution issues
- 2009-2011 Assistant Director, Evening and Downtown MBA programs, *FIU*
- Managed admissions and recruiting for the Evening and Downtown MBA programs. Met the recruiting goals for the programs
 - Managed the marketing efforts for the Evening and Downtown MBA programs, customer relationships using CRM database and website analysis to gauge the success of projects. Managed the creation of all internal and external marketing including publications, email newsletters, advertisements, website enhancements and other marketing efforts
 - Maintained and updated the Intelliworks database for prospect inquiries, as well as, for information session invitations and responses
 - Managed the development of a stronger alumni network for the Evening and Downtown MBA programs, as well as maintained the alumni database
- 2007-2009 Administrative Assistant to the Associate Dean of the Graduate School of Business, *FIU*
- Assisted Associate Dean of Chapman Graduate School of Business in the day-to-day administration of the department by carrying out his directives and implementing University, College and Department policies
 - Planned and coordinate periodic visits to partner institutions. Assist with the development and implementation of signed agreements with partner institutions

- Managed personnel/payroll transactions and collaborate with human resources to ensure that guidelines and procedures are followed by department staff.
 - Coordinated with Associate Dean in handling all requests, exceptions and waivers for Admissions. Managed Associate Dean's calendar and everything related to travel arrangements
- 2005-2007 *Office Manager, Aloft Realty*
- Coordinated sales operations from initial contract to closing
 - Developed and implemented marketing strategies
 - Managed all administrative and financial operations
- 2003-2005 *Assistant Manager, Up and Away Travel*
- Managed administrative and financial operations for the Miami Branch
 - Developed a custom filing system and compatible software to streamline the airline quoting and ticketing process. As a result, travel agencies increased overall efficiency and productivity
 - Coordinated and managed all airline contracts to include weekly updates
- 1998-2002 *Production Manager, Impresos Litograficos*
- Managed the production operation section of the printing company from raw material to finish product
 - Optimized preparation process resulting in a reduction of printing time, ultimately increasing overall production and minimizing costs
 - Developed and implemented a sub-contracting labors program for the finish segment of the production processes, resulting in increased productivity in the assembly process and substantially reducing production cost
 - Created and implemented a process to reduce waste of raw materials throughout the production plant

EDUCATION

- 2007 *Master of Business Administration, Florida International University*
 Concentration in Entrepreneurship
- 1997 *B.S. Degree in Industrial Engineering, EAFIT University*

COMPUTER SKILLS

Languages

- Fluent in Spanish

Software

- Microsoft office, People soft, Intelliworks, and QuickBooks