

Cristina Domingo

cristinardomingo.com

An experienced higher education professional with over 7 years of blended experience in academic administration and student services.
Cross-trained in resolving complex issues through comprehensive knowledge of policies and procedures.

New York University

M.A. Higher Education and Student Affairs

New York, New York

2020–2022

De La Salle University

B.A. Arts Management

Manila, Philippines

2002-2005

Experience

New York University, Graduate Program Administrator (Computer Science)

May 2023 – Present

- Overseeing the academic, administrative, and student services operations of the graduate programs, interpreting policies, managing student recruitment, implementing strategies and initiatives to foster student success
- Advising over 500 students on a wide range of academic issues, curriculum and degree progress, providing academic and career counseling, reviewing course selections and class registrations, developing course schedules, orientations and examination dates
- Counseling international students on visa issues, liaise with other departments to provide information on immigration and mobility requirements, facilitating access to university resources and providing retention support especially for at-risk students
- Assisting the program directors with the development and implementation of administrative and academic policies, leveraging data to facilitate timely graduation

Administrative Aide II (Computer Science)

August 2021 – May 2023

- Managed and reviewed over 1,500 admissions applications annually, successfully met admissions targets, advised prospective students on program eligibility and admissions process, liaise with other departments
- Responsible for exam schedules, administered course evaluations for faculty, identified problems on the student records system
- Monitored complex department budgets, database management, executed advanced reports for accuracy and analyzed data
- Oversaw the office management functions, assisted with hiring and training student workers, processed reimbursements, provided departmental support for faculty and staff

StudentLink Representative (StudentLink Center)

February 2018 – August 2021

- Ensured students receive retention through support services, collaborated with stakeholders and counselors in a fast-paced and high dynamic environment, increased customer satisfaction by 5%
- Resolved complex issues related to financial aid, registrar, and immigration through university policies and procedures
- Conducted research proposals, successfully implemented initiatives for the center, assisted with social media content, training manuals, and newsletters

La Garçonnière, Founder & Social Media Strategist, New York, New York

August 2014 – February 2018

- Spearheaded a fashion website focusing on menswear, achieved a growth rate of 10%, significantly increased online traffic through social networking sites and search engine optimization (SEO)
- Developed the website layout, wrote articles, execution of social media content, edited over 500 of digital raw images and managed video projects from conception to final editing, collaborated with brands for fashion campaigns and special projects

Academy of Art University, Admissions Department Assistant, San Francisco, California

May 2013 – June 2014

- Supported a team of 100 undergraduate admissions representatives, improved the number of applicants per semester, resolved issues for the admissions preparation process, enrolled a large volume of students, processed registration forms
- Provided departmental support to the management and executive team, monitored staff compliance, organized the entire department's work schedule, assisted in the recruitment of prospective students, managed campus tours help desk
- Processed payments including reimbursements, tuition fees, oversaw the office management functions, resolved facilities issues

Trader Joe's, Crew Member, San Francisco, California

June 2008 – May 2013

- Provided excellent customer service, increased awareness and maintained knowledge of products
- Trained new employees, organized inventory, product ordering, and managed the cash register

Skills

Technical Skills: Slate, Oracle PeopleSoft, QuickBooks, Adobe Premiere Pro, Adobe InDesign

Expertise: Academic Advising, Program & Academic Administration, Enrollment Management, Admissions, Relationship Building, Conflict Resolution, Financial Aid, Registrar, Bursar, Global Immigration, Social Media Management

Languages: English (Fluent), Tagalog (Fluent)