Lauren Mitchell

Academic Advisor I

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SKILLS

- Academic Advising
- Degree Audits
- Degree Planning
- Student Information System
- CRM
- FERPA
- Excel
- Microsoft Office
- Attention to Detail
- Communication Skills

EDUCATION

Bachelor of Arts

05/2024

University of Central Florida

Orlando, FL

Psychology

CERTIFICATES

FERPA 101 Training for Colleges and Universities

U.S. Department of Education, Student Privacy Policy Office

09/2025

Microsoft Office Specialist: Excel Associate

Microsoft

03/2025

SUMMARY

Academic advisor with 2 years in academic advising and student services, now advising 300 first-year and undeclared students at a 9,000-student state college. Runs degree audits in the student information system, explains academic policies and graduation requirements clearly and keeps FERPA-compliant notes with attention to detail.

EXPERIENCE

Academic Advisor I 08/2025 - Present

Lake Eola State College Orlando, FL

First-Year Advising Center serving new and undeclared students.

- Advise a caseload of **300** first-year and undeclared students on course selection and degree planning.
- Run degree audits before each registration period, catching missing prerequisites for 45 students in spring 2026.
- Record advising notes in the CRM within 24 hours, meeting FERPA and office documentation standards.
- Refer 60+ students a term to tutoring, financial aid and counseling based on faculty alerts.

Enrollment Services Representative 06/2024 - 07/2025

Seminole Valley Community College Sanford, FL

One-stop enrollment office for admissions, registration and records.

- Answered 70+ calls, emails and walk-in questions a day on admissions, registration and holds.
- Processed 1,200 transcript and residency documents a term in the student information system.
- Built an Excel tracker for incomplete applications, raising completed files by 18% in one term.
- Guided 25 students a day through online registration and hold removal during peak weeks.