Carmen Flores

STUDENT SUCCESS ADVISOR

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Summary

Bilingual Spanish student success advisor with 7 years in college access and success, supporting 400 first-generation students at a Hispanic-Serving community college. Combines proactive outreach, success planning and database management in the CRM with discretion on sensitive information and clear communication skills.

Skills

- Proactive Outreach
- Success Planning
- Database Management
- CRM
- FAFSA
- Microsoft Office
- Bilingual Spanish
- Discretion
- Communication Skills

Experience

Student Success Advisor 08/2023 - Present

Desert Vista Community College Phoenix, AZ

Student success center for first-generation and returning students.

- Support a caseload of **400** first-generation students from intake through their first 30 credits.
- Build success plans with 150 students a term covering course load, work hours and campus resources.
- Run outreach campaigns to 900 students with holds or missed classes, re-enrolling 210 of them.
- Conduct advising sessions in Spanish for about 40% of the caseload and their families.

Enrollment Coach 06/2021 - 07/2023

Camino College Access Program Phoenix, AZ

Nonprofit college access program partnered with 6 high schools.

- Coached 120 high school seniors a year through FAFSA, applications and enrollment steps.
- Maintained a database of 600 student records, removing duplicates and reporting outcomes to funders.
- Raised fall enrollment of program seniors from 58% to 71% in 2 years.
- Led 12 FAFSA workshops a year at partner high schools for students and parents.

Student Outreach Assistant 08/2019 - 05/2021

Arizona State University Tempe, AZ

Part-time role in the first-generation student outreach office.

- Called 1,500 admitted first-generation students each spring about orientation and deposits.
- Translated outreach letters and event flyers into Spanish for 3 campus offices.
- Staffed 20 family information nights a year, answering questions in English and Spanish.

Education

Bachelor of Arts 05/2021

Arizona State University Tempe, AZ

Sociology