Andre Washington

Student Support Specialist

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SUMMARY

Student support specialist with 3 years in student and youth services, supporting community college students through enrollment, financial holds and personal barriers. Handles case management for a caseload of 180 students and tracks outreach and outcomes in Excel and the college CRM with strict FERPA confidentiality.

SKILLS

- **Case Management**
- **Resource Referrals**
- **Student Outreach**
- **Intake Assessments**
- **Excel**
- **CRM**
- **FERPA**
- **Microsoft Office**
- **Interpersonal Skills**
- **Organizational Skills**

EXPERIENCE

Student Support Specialist 01/2025 - Present

Chesapeake Bay Community College Baltimore, MD

Student Resource Center serving adult and first-generation students.

- Meet each of **180** caseload students at least twice a term to remove barriers to enrollment.
- Make resource referrals for 90+ students a term to the food pantry, emergency grants, childcare and tutoring.
- Conduct student outreach by call and text to 400 students flagged for low attendance each term.
- Track referrals and outcomes in Excel, showing 12 points higher persistence for caseload students.

Case Aide 07/2023 - 12/2024

Harbor Youth Services Baltimore, MD

Nonprofit serving young adults working toward GED and job training goals.

- Coordinated services for 35 young adults in GED and job training programs.
- Completed intake assessments and case notes within 48 hours, passing 2 state file audits.
- Organized 6 resource fairs a year with 20+ partner agencies.
- Connected 25 participants a quarter with housing, transit and counseling partners.

EDUCATION

Bachelor of Science 05/2023

Towson University Towson, MD

Psychology

CERTIFICATES

Mental Health First Aid

National Council for Mental Wellbeing

02/2024

QPR Suicide Prevention Gatekeeper

QPR Institute

08/2025