

# Audra Kopp

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## PROFESSIONAL SKILLS PROFILE

- NCDA Certified Career Services Provider (CCSP)
- Enhanced client engagements & participation by 91%
- Achieved top performer in coaching with 100% success
- Experience coaching individuals from 80+ countries
- Annually manage caseload of 724+ individual sessions
- Formulate action plans/set realistic goals with clients
- Demonstrated ability to coach military personnel/families
- Virtual & residential career services experience (5+yrs)

## CUSTOMER FOCUSED SERVICES

- Career Exploration & Planning; Education Options; Federal Employment Opportunities; Individual Career Assessment & Planning; Interviewing, Networking, & Self-Marketing; Job Search Strategies; Portable Skills & Careers; Resume & Cover Letter Assistance; Social Media Presence on LinkedIn; Today's Job Market & Work Opportunities; Translating Military Skills to Civilian Job Experience

## EDUCATION

**D.S.L., Doctor of Strategic Leadership**, Liberty University, Lynchburg, VA Anticipated May 2026

- **Honors:** High Distinction; 4.0 GPA
- **Relevant Coursework:** Managing the Contemporary Organization; Leading Organizational Change; Leadership Theory

**M.A., Human Services Counseling: Life Coaching**, Liberty University, Lynchburg, VA May 2022

- **Honors:** High Distinction; Past President of *Rho Eta Sigma* Chapter of *Chi Sigma Iota*
- **Relevant Coursework:** Advanced Life Coaching Skills; Multicultural Issues in Human Services; Studies in Interpersonal Communication; Ethical & Legal Issues in Counseling; Theories of Counseling

**Career Development Certificate/Certification**, National Career Development Association, Broken Arrow, OK February 2022

- **Relevant Coursework:** The role of Assessment in Career Planning; Job Seeking & Employability Skills; Designing & Implementing Career Planning Services; The Role of Career Information & Technological Resources in Career Planning

**B.S., Psychology: Counseling**, Liberty University, Lynchburg, VA December 2019

- **Minor:** Studio Art
- **Honors:** *Magna Cum Laude*

## RELEVANT CAREER SERVICES & ADVOCACY EXPERIENCE

**Career Coach II School of Behavioral Sciences**, Liberty University Career Services, Lynchburg, VA July 2020 – Present

- Assign & coordinate duties in 725+ annual coaching sessions, ensuring effective client development & project management
- Display a deep understanding & empathy for military culture by addressing challenges & asking open-ended/direct questions
- Openly communicate & actively listen to clients to identify their strengths & set realistic goals by developing action plans
- Resolve engagement issues by building intentional relationships for stakeholder buy-in, leading to a 91% participation increase
- Develop/manage self-started projects such as a 44+ page standard operating procedure manual to maximize department efficiencies
- Experience mentoring/coaching individuals from 80+ countries & all 50 states by delegating tasks/teaching professional development

**Chapter President**, Liberty University's *Rho Eta Sigma* Chapter of *Chi Sigma Iota*, Thomasville, NC April 2021 – December 2021

- Presided over virtual meetings as Chair of the Executive Council, leading committee chairperson appointments/guiding team direction
- Organized & facilitated video conferences on key topics by recruiting industry experts to enhance member knowledge & skillsets
- Collaborated with chapter faculty advisors & members by steering group discussions to foster relationships/professional growth
- Advanced research, professionalism, leadership, & excellence in counseling by implementing & upholding CSI policies in all projects

**Career Coach**, Liberty University Career Services, Lynchburg, VA December 2019 – July 2020

- Swiftly transitioned traditional coaching services to a virtual platform within two weeks by integrating new technologies
- Managed confidential data in Handshake & CRM/Banner to accurately document engagement updates & project completions

**Career Peer**, Liberty University Career Services, Lynchburg, VA February 2019 – December 2019

- Conducted comprehensive reviews & updates of 30+ client resumes weekly, utilizing a virtual portal to tailor to individual needs
- Supervised/mentored new student workers, fostering independent problem-solving skills & customer service excellence

**Intern/Washington Fellow**, Capitol Hill Pregnancy Center, Washington, D.C. May 2019 – August 2019

- Demonstrated high emotional intelligence when working with clients in stressful & crisis situations by offering options
- Efficiently managed client appointments & data input tasks, including detailed session notes, to identify/track behavioral patterns