

Audra Kopp

Lynchburg, VA | (806) 334 - 1282 | amkopp99@gmail.com | <https://audrakopp.com>

EDUCATION

M.A., Human Services Counseling: Life Coaching May 2022

Liberty University, Lynchburg, VA

GPA: 3.97

Academic Honors: High Distinction; Chapter President of *Rho Eta Sigma, 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

Facilitating Career Development Certificate/Certification February 2022

National Career Development Association (NCDA), Broken Arrow, OK

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

Social Psychology Certificate (With Honors) May 2020

Wesleyan University, Middletown, CT

Relevant Coursework: Social Perceptions & Misperceptions; The Psychology of Self-Presentation & Persuasion; Obedience; Conformity; Deindividuation; Group Behavior

Telemental Health Training Certificate April 2020

Liberty University, Lynchburg, VA

B.S., Psychology: Counseling December 2019

Liberty University, Lynchburg, VA

GPA: 3.75

Academic Honors: *Magna Cum Laude*; Dean's List

Minor: Studio Art

Relevant Coursework: Multicultural Counseling & Research Issues; Behavior Modification; Counseling Process & Techniques; Crisis Intervention; Group Dynamics

Fundamentals of Art Certificate August 2016

Art Instruction Schools, Minneapolis, MN

Basic Art Studies Certificate July 2015

Art Instruction Schools, Minneapolis, MN

CERTIFICATIONS

Certified Career Services Provider (CCSP) February 2022 – Inactive

National Career Development Association (NCDA)

Certified Facilitator January 2021– Present

Saving Your Marriage Before It Starts (SYMBIS) Assessment

TEACHING EXPERIENCE

Career Coach II School of Behavioral Sciences

July 2020 – June 2024

Liberty University Career Services, Lynchburg, VA

Experience teaching 140+ graduate and doctoral professors from the Department of Community Care and Counseling at Liberty University on professional development resources and CV writing for accreditation, research, grants/scholarships, and general applications. Utilize a variety of digital platforms such as Handshake, Microsoft Office Suite, Zoom, Skype, Webex to provide online instruction. Empower 20,900+ students each year, as part of a cohesive coaching team, through impactful 1 on 1 and group coaching in both residential and online academic settings/classrooms. Guide students towards setting realistic goals, leveraging their education, and gaining experience with a 98% success rate. Accurately document confidential information in CRM and provide career development by utilizing assessments and establishing rapport. Communicate with students from 80+ countries and all 50 states through inclusive conversations to train champions for Christ and to help students thrive. Continually improve student engagements for a 323% increase in overall event attendance and an 11% increase in completed appointments (725+) over the last year.

Career Coach

December 2019 – July 2020

Liberty University Career Services, Lynchburg, VA

Designed and delivered 50+ monthly webinars—both virtual and in-person—for 80+ students across all academic disciplines, integrating vocational research to address diverse professional development needs. Led a successful transition from traditional services to fully virtual delivery within two weeks in response to the COVID-19 pandemic. Adapted presentations to various learning styles by fostering empathy and guiding students through goal setting and skill development in high-stress environments. Encouraged student engagement in the full educational process to support vocational excellence. Monitored attendance and provided instruction on professional behavior and academic growth in classroom settings. Referred students to industry-specific coaches for continued mentoring and career guidance.

LEADERSHIP EXPERIENCE

Project Manager III – Analytics & Decision Support

June 2024 – Present

Liberty University Information Services, Lynchburg, VA

Coordinate and lead 8+ cross-functional teams to support strategic decision-making by ensuring alignment with defined project scope and objectives. Facilitate collaboration across departments to plan and execute initiatives within time and resource constraints, delivering impactful results. Proactively identify project risks and implement mitigation strategies by streamlining workflows and maintaining transparent communication. Resolve emerging issues with creativity and discernment, escalating to leadership when necessary to maintain project momentum and accountability.

Faculty Advisor

January 2024 – Present

Liberty University's Disney Club, Lynchburg, VA

Serve as the volunteer Faculty Advisor for a student-led organization, mentoring a core leadership team of 7+ students and supporting up to 41 general club members. Provide strategic guidance through biweekly meetings with the Club President and the Executive Council. Attend general meetings each semester to stay actively involved and accessible to members. Collaborate closely with the Treasurer to develop the annual budget, oversee funding requests to the Student Government Association, and maintain final approval authority on all club expenditures.

Chapter President

April 2021 – December 2021

Liberty University's *Rho Eta Sigma* Chapter of *Chi Sigma Iota*, Thomasville, NC

Presided over all virtual Executive Council meetings, leading the appointment and coordination of committee chairpersons. Organized engaging remote meetings and interactive experiences by networking with industry professionals and guest speakers. Fostered collaboration among faculty advisors and members by facilitating group discussions that built rapport and encouraged professional growth. Promoted the CSI mission of research, leadership, and excellence in counseling by upholding organizational bylaws and standards. Provided consistent verbal and written communication through monthly updates and feedback to members and advisors. Designed meeting content and developed standard operating procedures using Microsoft Office Suite and Dropbox to support leadership continuity for future chapter presidents.

PRESENTATIONS

RESIDENTIAL CLASSROOM PRESENTATIONS**Presenter**

Fall 2020 – Present

Liberty University, Lynchburg, VA

Conduct classroom presentations on professional development for the following courses each semester:

PSYC 101 General Psychology

PSYC 210 Developmental Psychology

SOWK 101 Introduction to Social Work

FACS 204 Introduction to Family and Child Development

FACS 476 Senior Capstone Seminar

COUC 500 Orientation to Counselor Professional Identity and Function

COUC 522 Career Development and Counseling

VIRTUAL CLASSROOM PRESENTATIONS**Presenter**

Fall 2020 – Present

Liberty University, Lynchburg, VA

Conduct virtual presentations on professional development for the following courses each semester:

PSYC 101 General Psychology

PSYC 210 Developmental Psychology

PSYC 499 Internship

SOWK 101 Introduction to Social Work

COUC 500 Orientation to Counselor Professional Identity and Function

COSC 699 School Counseling Internship

FACULTY PROFESSIONAL DEVELOPMENT/ORIENTATION

Presenter

Fall 2022

Liberty University, Lynchburg, VA

Invited to virtually teach 140+ graduate and doctoral professors from the Department of Community Care and Counseling at Liberty University on professional development resources and CV writing for accreditation, research, grants/scholarships, and general applications.

VIRTUAL WEBINAR PRESENTER

Presenter

Liberty University, Lynchburg, VA

Invited to present virtual webinars on professional development for the following honor societies:

Rho Eta Pi Rho chapter of *Chi Sigma Iota*

Fall 2022

Rho Eta Nu Alpha Rho chapter of *Chi Sigma Iota*

Fall 2022

Rho Eta Sigma chapter of *Chi Sigma Iota*

Spring 2021

INVITED PANELIST

Panelist

March 2022

Psi Chi: Careers in Psychology, Liberty University, Lynchburg, VA

Spoke alongside four Liberty University psychology professors to discuss careers in psychology from a coaching perspective. Personally shared how to integrate Christ into the workplace by sharing the phrase God placed on my heart, “know your worth”.

Panelist

February 2022

Converge Leadership Program: Spring Kick Off, Liberty University, Lynchburg, VA

Developed 216 students to become competent leaders by participating in a residential panel discussion. Addressed topics such as bringing spirituality into a secular workplace, defining professionalism, and teaching student how to “sell” their experience, competence, and potential without being disingenuous.

Panelist

February 2021

Converge Leadership Program: Spring Kick Off, Liberty University, Lynchburg, VA

Participated in a broadcasted panel to address topics such as how professionalism changed in a virtual world, professional interviewing practices, and integrating spirituality into a secular workplace.

FELLOWSHIP EXPERIENCE

Intern/Washington Fellow

May 2019 – August 2019

Capitol Hill Pregnancy Center, Washington, D.C.

Completed 329 hours of fieldwork by confidentially advocating for 25+ clients in crisis each week. Accurately documented detailed session notes and completed data entry tasks to help with the provision of services and supplies. Provided compassionate intervention alternatives for families and clients in crisis by offering medically accurate information. Communicated across cultures through inclusive conversations while adhering to ethical standards and confronting bias. Established healthy boundaries that empowered clients make fully informed decisions which resulted in the saving of lives. Utilized the discussion of open options, visions, and values, as well as extended and empowered communication methods to build rapport with clients.

HONORS

Chapter President	April 2021 – December 2021
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Liberty University's *Rho Eta Sigma* Chapter of *Chi Sigma Iota*, Thomasville, NC
Served as the second elected president for the *Rho Eta Sigma* chapter of *Chi Sigma Iota*. Focused on developing standard operating and documenting procedures to allow for smoother transitions and high-quality chapter meetings. Facilitated virtual webinars to hear from industry influencers and work towards developing a quarterly newsletter to fully inform member on new events and leadership opportunities.

GRANTS

NRWA Annual Membership Grant	June 2023
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National Resume Writers' Association (NRWA)
Received an annual membership grant in the amount of \$175. This grant allows access to active, members-only Facebook Forum and LinkedIn communities, access to the exclusive study guide for the NCRW Certification, Member Mixers on Zoom, Discounted monthly educational webinars, Monthly newsletters and weekly updates, in addition to special pricing on the NRWA programs, and more.

UNIVERSITY SERVICE

Faculty Advisor	January 2024 – Present
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LU Disney Club
Liberty University, Lynchburg, VA

Research Committee Volunteer	August 2023 – January 2024
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College of Applied Studies & Academic Success (CASAS)
Liberty University, Lynchburg, VA

Chapter President	April 2021 – December 2021
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Rho Eta Sigma chapter of *Chi Sigma Iota*
Liberty University, Lynchburg, VA

PROFESSIONAL AFFILIATIONS & MEMBERSHIPS

National Career Development Association (NCDA)	October 2021 – Present
<i>Chi Sigma Iota</i> Professional Honor Society International	October 2020 – December 2021

PROFESSIONAL DEVELOPMENT ACTIVITIES

Stakeholder Management for Leaders and Managers	April 2025
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LinkedIn Learning Certificate

Managing Multiple Projects	February 2025
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LinkedIn Learning Certificate

Career Essentials in Project Management by Microsoft and LinkedIn	October 2024
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Microsoft and LinkedIn

Atlassian Agile Project Management Professional Certificate Atlassian	July 2024
Writing Excellence: Resume Writing 101 National Resume Writers' Association (NRWA)	July 2023
Professional Life Coaching 201 Certificate American Association of Christian Counselors	April 2023
Professional Life Coaching 101 Certificate American Association of Christian Counselors	February 2023
Facilitating Career Development Certificate/Certification National Career Development Association (NCDA), Broken Arrow, OK	February 2022
Difficult Conversations: Talking about Race at Work LinkedIn Learning Certificate	April 2021
Diversity, Inclusion, and Belonging for All LinkedIn Learning Certificate	June 2020
Leadership: Practical Skills LinkedIn Learning Certificate	June 2020
Master In-Demand Professional Soft Skills LinkedIn Learning Certificate	June 2020
Social Psychology Certificate (With Honors) Wesleyan University, Middletown, CT	May 2020
Creating & Giving Business Presentations LinkedIn Learning Certificate	April 2020
Telemental Health Training Liberty University Online Certificate	April 2020

TECHNOLOGY COMPETENCIES & PLATFORMS KNOWLEDGE

Business & Administration Platforms

CRM/Banner Systems
Microsoft Office 365
Microsoft Outlook
Workday
ServiceNow
Handshake
Canvas/Blackboard

Collaboration Tools

LinkedIn
Microsoft teams/Loop
Zoom
WebEx
Skype
Google Workspace
Microsoft OneNote

Design, Data, & Proficiency

Canva
WordPress
Tableau
Basic Windows & macOS
ChatGpt
Microsoft Copilot
Grok

ADDITIONAL WORK EXPERIENCE

Career Peer

February 2019 – December 2019

Liberty University Career Services, Lynchburg, VA

Exemplified emotional intelligence to lead information sessions for groups of 30+ to inspire vocational and academic growth. Mentored fellow Career Peers and students through behavior analysis techniques and active listening to identify their needs. Motivated others and maintained healthy boundaries to promote cohesive team efforts and the development of soft skills. Initiated the development of Career Peer resources by researching, documenting, and networking to maximize efficiencies. Conducted individual meetings with a diverse student group to promote professional career advancements and available services.

Guest Service Agent

The Kirkley Hotel, Lynchburg, VA

May 2018 – September 2018

Maintained a fast-paced customer service position in a high-volume operation to ensure the satisfaction of 100+ guests each day. Resolved complaints and customer questions through exhibiting compassion and understanding to validate everyone's feelings and concerns. Quickly adapted to new technologies through problem solving and creative/innovative ways of thinking.