

# Audra Kopp

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## PROFESSIONAL SKILLS PROFILE

- Residential & online career services expertise (5+yrs)
- Customer relations & advocacy experience (5+yrs)
- Enhanced client engagements & participation by 91%
- Design & deliver 50+ classrooms presentations annually
- Aid 140+ academic faculty in CV writing for CACREP
- Built 43-page SOP & project task board autonomously
- Develop 25+ resources through labor market research
- Exhibits transformational/servant leadership style

## CERTIFICATION

**Certified Career Services Provider (CCSP)**, National Career Development Association (NCDA) February 2022 – Inactive

- Trained in researching labor market information & resources, coaching diverse populations, resume/LinkedIn reviews, mock interviews, job searching strategies, placement techniques, & career development assessments

## EDUCATION

**Master of Arts (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 CAREER SERVICES & LEADERSHIP EXPERIENCE

**Project Manager III Analytics & Decision Support**, Liberty University Information Services, Lynchburg, VA June 2024 – Present

- Develops/manages project initiatives/incoming requests from academic departments to ensure data integrity & project success

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

- Foster adaptability by guiding leaders in self-organization/reflection using Microsoft 365 & open discussion for progress tracking
- Employ agile methods for bi-weekly leadership meetings, teaching agenda development & project management in Microsoft Loop
- Openly communicate & actively listen to leaders to identify their strengths & set realistic short-term goals by developing action plans

**Career Coach II School of Behavioral Sciences**, Liberty University Career Services, Lynchburg, VA July 2020 – June 2024

- Develop/manage 25+ self-started projects, such as a 43-page standard operating procedure manual & project task board in Loop
- Aid/train 140+ academic faculty in developing industry resources & initiatives such as CV writing for CACREP accreditation
- Annually manage a caseload of 725+ individual coaching sessions & 50+ academic classroom presentations by building rapport

**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 & skill sets
- Advanced research, professionalism, leadership, & excellence in counseling by implementing & upholding CSI policies in all projects

**Career Coach –Workshops, Training, & Presentations**, Liberty University Career Services, Lynchburg, VA December 2019 – July 2020

- Innovated professional development workshops through research & presented 50+ workshops monthly for 80+ individuals
- Transitioned traditional services to a virtual platform within 2 weeks to meet students' needs during a global pandemic

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

- Initiated the development of Career Peer resources by researching, documenting, & networking to enhance career readiness
- Exemplified emotional intelligence to lead information sessions for groups of 30+ to inspire vocational & academic growth

## CUSTOMER RELATIONS & ADVOCACY EXPERIENCE

**Care Advocate Intern/ Washington Fellow**, Liberty University Career Services, Lynchburg, VA May 2019 – August 2019

- Completed 329+ hrs. of human services fieldwork, diligently advocating for 25+ diverse clients in crisis each week

**Guest Service Agent**, The Kirkley Hotel (Bella Vista Hotel), Lynchburg, VA May 2018 – September 2018

- Managed front desk duties while attending to 120+ guests a day to promote services & resolve all complaints quickly

**Server**, Maxey's Steakhouse, Wheeler, TX January 2014 – August 2017

- Memorized 27+ menu items & mentored new staff members through effective team collaboration & customer service

## AWARDED GRANT & CERTIFICATES

**Writing Excellence: Resume Writing 101**, National Resume Writer's Association (NRWA) July 2023

**NRWA Annual Membership Grant (\$175)**, National Resume Writer's Association (NRWA) June 2023

**Professional Life Coaching 201 Certificate**, American Association of Christian Counselors (AACC) April 2023

**Professional Life Coaching 101 Certificate**, American Association of Christian Counselors (AACC) February 2023