

# Laura Miles

Social Services, Nonprofit Program Development, Higher Education

Accomplished academic and social services professional with demonstrated experience working at nonprofits in the US and abroad. It is my goal to increase equal access to education and resources for those from disadvantaged backgrounds.

## Experience

Nov 2017 - present	<b>Academic Advisor</b> <i>Lulac National Educational Service Centers, Inc.</i> TRIO Upward Bound Program <ul style="list-style-type: none"><li>• Provide educational services to caseload of low-income, 1st generation high school students</li><li>• Serve as a liaison with school district, teachers, parents &amp; community</li><li>• Supervise 5 summer instructional staff &amp; 5 year round academic tutoring staff</li><li>• Plan &amp; coordinate educational field-trips &amp; programming as outlined by federal grant</li><li>• Manage program budget in excess of \$263,938 and stipend disbursement</li><li>• Document student's progress, provide reports, and implement program evaluation and coordination</li></ul>
Oct 2016 - Oct 2017	<b>International Volunteer Coordinator</b> <i>Bridges to Community</i> <ul style="list-style-type: none"><li>• Plan North American medical group visits to Nicaragua</li><li>• Create and maintain budgets of up to \$25,000 per trip &amp; managed funds for such groups</li><li>• Coordinate the tasks and activities of the medical brigades at the clinic in Nicaragua</li><li>• Guarantee a quality service learning experience and educational activities</li><li>• Work on community development initiatives, project implementation, contracted staff training</li><li>• Conduct program monitoring and evaluation</li></ul>
Mar 2016 - Aug 2016	<b>Volunteer and Tourist Coordinator</b> <i>Awamaki</i> <ul style="list-style-type: none"><li>• Managed long-term volunteers &amp; service groups, and tourism programs</li><li>• Acted as liaison between the volunteers, community, staff and administration</li><li>Coordinated pre-departure support, recruited volunteers and groups</li><li>• Implemented budgets and in-country support</li></ul>
Dec 2014 - Aug 2015	<b>Language Arts Teacher</b> <i>Village School</i> <ul style="list-style-type: none"><li>• Organized long-term volunteers and shorter term service groups</li><li>• Acted as liaison between the volunteers, community, staff and administration</li><li>• Coordinated cultural orientation including information on country, culture, safety, and related issues</li><li>• Executed projects with groups of university students and young adults</li><li>• Orchestrated logistics including pre-departure support, recruitment, managing budgets, in-country support</li></ul>
Sep 2013 - Sep 2014	<b>Orientation Associate</b> <i>International Rescue Committee</i> <ul style="list-style-type: none"><li>• The International Rescue Committee assists refugees, asylum seekers &amp; victims of human trafficking</li><li>• Coordinated cultural orientation schedules for all newly arrived clients, ensuring that they complete the 15 hours of orientation in allotted time period by federal government &amp; are provided with interpretation</li><li>• Maintained accurate, up-to-date client files &amp; case-notes that documented clients' progress</li><li>• Conducted home-visits to make sure the refugees' houses were up to standards</li><li>• Facilitate group cultural orientations and educational presentations for adults.</li></ul>

## Personal Info

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## Education

<b>Aug 2009 - Jun 2013</b> <b>Ithaca College</b> Bachelor's of Arts in Sociology
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## Certificates

<b>Oct 2016</b> Certified Yoga Teacher, Kula Collective
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## Languages

Spanish
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## Conferences

<b>Sep 2018</b> Projects funded by federal TRIO program, Atlanta, GA • Assessment of Student Needs; Retention & Graduation Strategies (secondary & post-secondary), Use of Educational Technology
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## Skills

• Nonprofit Program Management
• Budgeting
• Case Management
• Academic Counseling
• Program Assessment & Evaluation
• Interpersonal Skills (oral & written)
• Volunteer Management
• Experience working with diverse populations across the lifespan
• Teaching & Group Facilitation
• Knowledge of ETO (Efforts to Outcomes) case management tool
• Documentation & paperwork
• Empathy & Flexibility