

AMBER SAINT JOY

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EDUCATION

Master of Arts in Strategic Communication
State University of New York at Oswego

Anticipated: Aug 2023

Bachelor of Arts in Communication and Social Interaction
State University of New York at Oswego

Graduated: May 2021

EXPERIENCE

Program Coordinator

Department of Parent and Family Services at Syracuse University | Syracuse, NY

May 2023 - Present

- Work with the Director to schedule, secure presenters for, and market the parent and family component of Syracuse Welcome new student orientation
- Schedule virtual/online educational opportunities for parents/families in support of student development and success, to foster connectivity
- Provide information, resources, and referrals for parents and families by addressing their questions and concerns via phone and e-mail
- Contribute to the department's communications plan by monitoring activity on four or more parent-administered Facebook groups to share trending issues with Directors and other divisional and University-wide leadership.

Assistant Hall Director

SUNY Oswego Residence Life and Housing | Oswego, New York

Aug 2021 - May 2023

- Oversee a complex community with 250 first-year students and 200 upper-division students to create an environment where students can feel at home
- Supervise a staff of approximately 10-22 undergraduate students, and co-supervise 15 resident assistants to maintain an inclusive work environment
- Facilitated training for both professional staff and student staff in personal development, professional duties, and diversity to better support residents and families from all backgrounds
- Create schedules for student staff and manage payroll reports to create order within the workplace
- Host educational and social programs for residents to help foster community
- Serve on on-call rotations and help assist resident assistants in incidents within the residential halls to ensure students' safety and provide support.

Marketing & Communication Intern

Wellhouse Ministries Inc. | Oswego, New York

Jan 2021 - May 2021

- Communicate with the marketing director and non-profit director by strategizing for future events to make sure everything is organized and prepared
- Design flyers and distribute them on social media platforms to promote awareness for events and the cause of this organization
- Adapt to new software by creating live stream events and editing videos to share with prospective funders and supporters
- Compose surveys to gather information from audiences by conducting research to better the organization

Resident Assistant

SUNY Oswego Residence Life and Housing

Aug 2018 - May 2021

- Oversee twenty-two residents which provides assistance and guidance to their everyday needs
- Collaborate with fellow staff to plan events and activities to provide additional participation and involvement on campus
- Manage diverse sets of students which ensures the ability to handle conflict resolutions in a timely manner

Tour Guide

SUNY Oswego Office of Admission | Oswego, New York

Aug 2019 - Jan 2021

- Execute the set up of the open house fairs for prospective students and families
- Lead approximately 5-10 future students and their families around SUNY Oswego Campus to promote campus life
- Provide a positive and welcoming atmosphere to ease students' and families anxieties by answering questions and providing further knowledge of the campus

Orientation Leader

New Student Orientation at SUNY Oswego | Oswego, New York

Feb 2019 - Jan 2020

- Facilitated small groups with first-year students to create long-lasting relationships
- Aided with event setup to allow programs to run smoothly
- Presented valuable information to new students to help their transition at SUNY Oswego

- Provided excellent customer service by interacting with students and families in order to adhere to their needs

VOLUNTEER EXPERIENCE

Marketing Committee Member

College Student Personnel Association of New York State

Jan 2023

- Collaborate with the CSPA-NYS Communications Team to create a social media plan to coordinate social media accounts according to the conference
- Work with all other subcommittees on the conference planning team to promote events
- Develop a comprehensive planning timeline outlining all required activities of the committee to meet specified deadlines