

PROFESSIONAL EXPERIENCE

UNIVERSITY OF CALIFORNIA, SAN DIEGO (UCSD)

AUGUST 2002 - PRESENT

UCSD, Department of Psychology

07/2007 – Present

Manager of Student Affairs and Interim Manager of Human Resources

Human Resources (06/2009 – Present)

- Responsible for managing the Academic Personnel and Human Resources functions for the department
- Analyze, research, develop policy, and serve as principal advisor to Chair, MSO, faculty and staff on issues involving academic recruitments/appointments/reviews/compensation, and all staff personnel matters, including performance evaluations, reclassifications, benefits administration, separation/layoffs, employee relations, payroll, and visas
- Serve as liaison with central campus offices such as Employee Relations, Labor Relations, and International Center

Student Affairs (07/2007 – Present)

- Accountable for the overall coordination and management of programmatic activities and curriculum related to the department's academic programs (BA, BS, MA, and PhD)
- Responsible for staff supervision, recruitment, training, delegation, and workload distribution for Student Affairs staff
- Oversee recruitment and admissions process for PhD graduate program
- Serve as consultant to Chair and faculty committees in analysis and formation of policy/procedures for Student Affairs
- Ensure compliance with department, Academic Senate, and University regulations
- Manage complex budget for teaching funds and graduate student recruitment and support

UCSD, Department of Literature

08/2006 – 07/2007

Academic Counselor

- Advise undergraduate majors / minors in academic decision-making and degree requirements
- Coordinate the complex schedule-building process for all department courses (undergraduate and graduate)
- Review and process a variety of petitions and forms
- Make presentations to prospective UCSD students and/or their parents to provide an overview of the department
- Plan and develop content to promote the department, including brochures, presentations, and website content
- Serve on the steering committee for campus-wide advising group, Organization for Department and Program Advisors

UCSD, California Institute of Telecommunications & Information Technology (Calit2)

03/2003 – 08/2006

Project Services Manager (06/2004 – 08/2006)

- Manage project and event support staff for Calit2
- Ensure the efficient functioning of the ongoing activities for the unit by coordinating workloads
- Plan and implement policies and procedures for the department
- Organize and plan special events such as conferences, workshops, and research reviews
- Coordinate technical demonstrations and building tours
- Contribute to new and ongoing multi-disciplinary research projects and initiatives
- Oversee the recruitments of administrative staff and project personnel
- Train personnel with focus on improving the level of customer service and efficiency of the unit
- Prepare reports, white papers, project documentation, grant proposals, and presentations
- Serve as a liaison for interactions with corporate partners and community groups
- Initiate and maintain positive working relationships with vendors and campus contacts
- Develop and maintain various websites and databases

Executive Assistant (03/2003 – 06/2004)

- Provide high-level administrative support by executing the Associate Director's goals
- Design and maintain department website and various faculty/research websites
- Design multimedia presentations and marketing materials for the Center for Wireless Communications (CWC)
- Coordinate important events including conferences, research reviews, and annual board meetings
- Assist with the preparation of grant proposals and project reports
- Provide various support services to affiliated faculty and graduate students
- Assist with creating a recruitment/membership plan for CWC industry partners
- Primary contact for industry partners on matters related to membership, proposal submissions, and recruitments
- Make travel arrangements and process purchase orders, payment authorizations and reimbursements

ERICA TWINING

WWW.ERICAMARIE.NET

UCSD Extension, Healthcare & Behavioral Sciences

08/2002 – 03/2003

Program Assistant

- Serve as principal contact and coordinator of program service needs
- Provide extensive academic, financial, and administrative support for the department
- Coordinate details of conferences, meetings, certificate programs, and courses
- Participate in planning committees for development of new programs
- Lead for implementing marketing strategies to promote educational programs
- Create and maintain various student, teacher, and course databases

MIVA CORPORATION

NOVEMBER 2000 – AUGUST 2002

Senior Support Engineer

- Senior Support Engineer for leading e-commerce software
- Provide advanced training and guidance for Technical Support Department
- Assist clients, hosting partners and payment gateways with high-level technical issues
- Install web-scripting engine on UNIX and Windows servers
- Provide top-level support, problem resolution, and debugging of software applications
- Develop and maintain online support database for company software
- Assist with organization of annual developer conference

UNIVERSITY OF CALIFORNIA, SAN DIEGO (UCSD)

SEPTEMBER 1998 – NOVEMBER 2000

UCSD, California Student Opportunity and Access Program (Cal-SOAP)

07/2000 – 11/2000

Program Assistant

- Provide assistance with comprehensive community college outreach and recruitment program
- Assist with coordination of test preparation programs for high school students, and organize annual College Night event
- Provide essential administrative assistance to the Director and serve as primary contact for the Cal-SOAP Consortium
- Recruit, interview, train, and supervise student employees
- Assist with development of marketing strategies, public relations, website design, and maintenance of student databases

UCSD, Library Human Resources

10/1999 – 07/2000

Administrative Assistant

- Responsible for payroll and online timekeeping for 300+ student employees
- Process new hire paperwork, personnel database entry (PPS), recruitment, and monitor work-study expenditures

UCSD Medical Center, Department of Orthopaedic Surgery

09/1998 – 10/1999

Administrative Assistant

- Assist financial manager, residency program coordinator, and human resources manager
- Serve as front desk receptionist

EDUCATION

University of California, San Diego (UCSD), 2000

B.A., Psychology (Minor: US History)

University of San Diego (USD), 2004

Paralegal Certificate (Honors)

UCSD Extension, 2006

Clinical Trials Administration (Intensive Workshop)

Institute for Integrative Nutrition, 2010 (*in progress*)

Health & Wellness Education (National Certification by AADP)

ONLINE PORTFOLIO: WWW.ERICAMARIE.NET