


LAUREN GARDNER

CONTACT



 gardnerlauren3@gmail.com

 Tyler, Texas

SPECIAL SKILLS

PEOPLESOFT

EAB NAVIGATE

MICROSOFT OFFICE

ADOBE ACROBAT

CANVA

CRM FLEX

SAP

TABLEAU SOFTWARE

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION IN MARKETING

University of Texas at Tyler
August 2020 - April 2023

EXPERIENCE

ACADEMIC SUCCESS COORDINATOR

The University of Texas at Tyler | Tyler, TX | November 2023 - Present

In my current role, I manage the Office of Academic Success' data analysis of events in relation to student retention, utilizing insights to determine future strategies. I am responsible for overseeing project management, ensuring coordination of tasks and timelines to support key initiatives. I serve as the primary liaison for dual credit students, parents, and instructors, facilitating student applications and enrollment. Additionally, I develop marketing strategies, including creating engaging social media posts and promotional materials, to raise awareness of the Office of Academic Success and its services. My work supports the department's mission to enhance student success through data-driven initiatives and effective communication.

LEAD LEASING CONSULTANT

BH Management | Tyler, TX | August 2022 - October 2023

As a Lead Leasing Consultant at Chelsea Creek Apartments, I am responsible for delivering exceptional customer service to potential and current residents. I consistently exceeded goals through effective lead generation and closing techniques using CRM flex. I conduct property tours and provide prospective residents with detailed information about apartment units, amenities, and neighborhood attractions. Because I must qualify prospective residents based on their needs and interests to ensure they are a good fit for the property, I possess a strong understanding of the real estate market, sales and marketing techniques, and property management practices.

- Regularly exceed "Apartments Leased" percentage by 10-15%
- Compliance with state/federal housing laws
- Competitively prospect new lessees
- Maintain property email inbox
- Perform monthly market research of competing complexes

STUDENT ASSISTANT

The University of Texas at Tyler | Tyler, TX | March 2021 - April 2023

As a Student Assistant I provided essential support to the Assistant Vice President and Executive Director of Academic Success. I facilitated seamless office operations by providing exceptional administrative support, including answering calls, scheduling appointments, and responding to emails in a timely and professional manner. I delivered superior customer service by greeting and assisting students, faculty, and staff with inquiries, troubleshooting issues, and ensuring their needs were met promptly.

- Project management for the Assistant Vice President and Executive Director of the Academic Success department
- Created dual credit degree plans
- Assisted in data analysis regarding student retention
- Assisted in the creation of student Pathways
- Data collection and entry using PeopleSoft and EAB Navigate