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PROFESSIONAL STRENGTHS:

- Experienced professional with a successful and proven record of more than 15 years of advising, training, teaching, and mentoring students in addition to delivering solid results.
- Strong ability to multi-task and manage several responsibilities on deadline at one time in fast-paced environments.
- Work effectively in teams and deliver excellent service to internal and external colleagues and students while building lasting relationships.
- Exceptional written communication and public speaking skills.

ACCOMPLISHMENTS AND SELECTED ACHIEVEMENTS:

Teaching:

- As an adjunct faculty member at Northwest Vista and St. Philip's College, I teach on average three to four courses per semester. The courses I teach are in Student Development (Student Development 0370) and Learning Frameworks (Education 1300).
- My teaching focuses on college success skills, information and financial literacy in addition to theories on motivation and learning. Through the Learning Frameworks course, I also teach classes of students from the Alamo College's Health and Bioscience Institute and introduce them to careers and educational paths in these areas.
- **RESULTS:** In addition to delivering course content, I have actively involved business coaches in my classes from companies such as GM Financial, The Bank of San Antonio and The Hartford to guide and mentor students; in addition, I have developed a leading financial literacy activity where students research and present about one of six major financial decisions or topics (examples include homeownership versus renting an apartment, auto insurance, buying a car and more).

Student Advising, Training and Mentoring:

- For more than 10 years, I worked with student employees at two major universities who had no prior business, sales and customer service experience.
- I trained and continuously mentored groups of student employees two to three times per year and oversaw staff turnover due to student employee graduation.
- **RESULT:** I trained and developed student employees who remained and contributed successfully to the department's sales for at least one to three years until graduation.
- **RESULT:** I taught student employees how to deliver outstanding customer service and provided students with the tools to become successful after graduation.

Leadership:

- While at two major universities, I managed and led teams of 15-30 employees for 10 years.
- I trained and coached both student and non-student employees in the best practices of sales and customer service
- **RESULT:** Over a 10-year period, I led student employee teams to exceptional results that funded all aspects of the department's budget and exceeded goals set each year

EDUCATION:

Master of Education (M. Ed)

Focus: Higher Education Leadership and Policy Studies

University of Texas at
San Antonio

Bachelor of Journalism, Advertising Emphasis

Bachelor of Arts, Communication

(double Bachelor's degree)

University of Missouri

PROFESSIONAL EXPERIENCE

- Adjunct Faculty** 2016-present
Northwest Vista College, San Antonio, Texas
- Teach three to four courses per semester (Education 1300 and Student Development 0370).
 - Develop lesson plans, grade student assignments and deliver course content to students on being successful in college and effective strategies for learning.
 - Consistently partner with area businesses so they can mentor and deliver supplemental content to my students on skills to be successful.
- Graduate Teaching Assistant** 2014-2015
University of Texas – San Antonio
- Taught, evaluated and mentored students enrolled in the institution's Academic Inquiry and Scholarship course.
 - Developed lesson plans, graded student assignments and delivered monthly lectures to 50 students per class in two different class sections on topics concerning academic research, creating knowledge and communication skills.
- Activity Assistant** Summer, 2014
TRIO Program, University of Texas – San Antonio
- Supervised and mentored high school students during a six week summer learning program.
 - Encouraged participants to consider the value of higher education after completion of high school.
- Graduate Intern** Spring, 2014
Office of Orientation and Family Programs, University of Texas – San Antonio
- Assisted with supervision of student employees and programming.
 - Created an assessment for use at the end of summer orientation and helped teach the Orientation Leader class.
- Inside Sales Representative** 2010-2014
United Parcel Service (UPS), San Antonio, TX
- Conducted needs assessments of businesses with regards to their shipping, logistics and supply chain processes.
 - Recognized for exceptional sales results each year and outstanding service to customers throughout the US.
- Advertising Manager** 2003-2010
University of Arizona, Department of Student Media, Tucson, Arizona
- Responsible for teaching, advising and mentoring groups of 10-15 students three times per year on how to sell and provide exceptional customer service to an assigned list of business customers.
 - Publications included the *Arizona Daily Wildcat* newspaper (readership of approximately 41,000 people daily), the *Wildcat Online* and several additional specialty publications for the University of Arizona including *The University of Arizona Parents and Family Magazine* and *University of Arizona Visitor's Guide*.
- Advertising Director** 2000-2003
The Red & Black Publishing Company, Athens, Georgia
- Responsible for teaching and advising groups of 7-10 University of Georgia students twice per year on how to make contact with and represent *The Red & Black* newspaper (readership of 37,000 people daily) to prospective and current advertisers.
 - Taught students on successful sales and customer service practices.
- Volunteer Work and Experience**
- North San Antonio Family Medicine, PLLC** 2018 - present
San Antonio, Texas
- In order to gain more healthcare experience, I volunteer at this family medical practice. In addition to answering calls and responding to patient inquires, I also work to resolve insurance claims.