

**Cristina Basaran**  
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## SKILLS

Training and development	Interpersonal skills/Emotional Intelligence
Financial/data analysis	Analytical Skills
Computer proficiency	Customer Service
People Management/Leadership	Written and verbal communication skills
Detail-oriented	Microsoft Office (Word, Excel, PowerPoint, Planner, Teams, Outlook)
Collaboration	
Problem-solving	

## EXPERIENCE

### **Northeast Ohio Medical University, Rootstown, OH**

#### *Curriculum Resource Manager, 12/13 – Present*

- Led the implementation of the curriculum mapping software
- Developed the medical curriculum mapping process and managed the curriculum mapping system
- Developed materials and facilitated training for faculty regarding curriculum mapping and objective writing
- Oversaw the annual Curriculum Inventory Report for AAMC initiative
- Led the implementation of a new scheduling and evaluation system
- System administrator for multiple systems
- Developed and managed the course budgeting and student fee process for the College of Medicine
- Created RFP's in Banner (purchasing), reviewed/approved invoices and honoraria requests
- Provided ongoing analysis of expenses, advice and guidance on budget related issues
- Generated quarterly financial statements and monthly reconciliation of accounts
- During curriculum transformation was responsible for credit monitoring, updating policies, template creation and monitoring for adherence to new format
- 2014 GME conference presenter
- Participated in various tasks forces for LCME and HLC accreditation

#### *Curriculum Manager, 11/20 –6/22*

- Established goals, monitored, and evaluated curriculum coordinator team
- Used Lean Six Sigma principles to identify roadblocks and recommended solutions to curriculum delivery and operations
- Supported and collaborated with course directors in the design, delivery, and evaluation of the medical curriculum
- Assisted in leading the initiative to develop a standard operating procedures and job duties manual
- System administrator for Oasis
- Participated in various tasks forces for LCME and HLC accreditation

#### *Committee and Task Force Involvement*

- Pre-clerkship Curriculum Subcommittee
- Clinical Curriculum Subcommittee
- The Curriculum Management and Assessment Committee (CMAC)/Curriculum Committee (CC)
- Curriculum Operations Task Force
- Educational Resources Committee
- LCME Call to Action Task Force

**Chancellor University**, Cleveland, OH

*Registrar, 10/12 – 05/13*

- Oversaw the Block Scheduling process
- Worked with Deans and Program Chairs on the implementation of new programs and new curriculum versions
- Rebuilt electronic curriculum worksheets (Academic Plan)
- Oversaw a yearly mass student file audit
- Conducted transcript evaluations
- Audited and updated severely out of date Policy and Procedure manual
- Oversaw the implementation of a Fresh Start program

*Associate Director of Student Advising, 06/09 – 10/12*

- Assist in assessing staff skills, annual employee evaluations and monthly production assessment
- Develop and deliver training and coaching to employees
- Review and recommend changes in departmental policies, procedures, and technology
- Assist in the development and implementation of New Student Orientation
- Assist with the development of departmental marketing and communication plans to students and the University
- Project Lead for University transition to Block Scheduling

*Part Time Faculty, 07/10 – 7/11*

- Facilitated Student Success Course in both an online and campus based setting
- Subject Matter Expert for Student Success Course
- Initiated and participated in the re-design of the Student Success Course
- Active participant in University Assessment of Curriculum and Student Learning

*Assistant Director of Career Services, 09/09 - 04/10*

- Developed departmental marketing and communication plans for students and Alumni
- Assisted Director with the development and implementation of career services workshops
- High placement rate for internships and work-study positions

*Academic Advisor, 12/08 – 06/09*

- Provided academic guidance and support to a diverse student population

*Committee Involvement*

- Student Success Committee (chair)
- First Year Experience
- Appeals Committee
- Retention Committee
- Accreditation Committee
- Academic Review Committee
- Commencement Committee
- University Newsletter

**University of Phoenix**, Beachwood, OH

*Enrollment Counselor, 02/08 – 11/08*

- Provided customer service, academic guidance, and student support to a diverse group of students
- Acted as a personal coach to assist students in qualifying for admissions into the university
- Maintained a 100% retention rate
- Used working knowledge of database and software packages to enter, track and maintain student information
- Worked as part of a Graduation Team with other counseling specialists to ensure students' success

#### *Committee Involvement*

- Student Ambassador
- Green Team

#### **InsuranceBroadcasting.com**, Twinsburg, OH

*President, 03/07 – 10/07*

- Developed, maintained and managed organizational budget
- Researched market trends and competitor activity to identify customer needs in order to maximize revenue and customer retention
- Initiated and authored changes to Employee Manual and the Job Descriptions and Processes Manual
- Assisted in the development and maintenance of company website
- Developed strategies for, planned, managed and implemented semi-annual national level conferences
- Increased attendance at national level conferences by 50% in an 8 month time period
- Identified strong qualities in employees and assigned tasks that maximized those abilities to meet company initiatives and goals
- Identified areas for improved efficiency and suggested solutions for overall revenue increase

*Executive Manager, 07/06 – 03/07*

- Maintained customer database
- Managed accounts receivable and accounts payable
- Acted as first point of contact for customer service

#### **TRECA Digital Academy**, Marion, OH

*High School Biology Teacher, 11/03 – 01/06*

- Developed high school biology curriculum
- Active participant in IEP meetings as the Regular Education Teacher
- Utilized technology to facilitate learning in a virtual learning environment
- Developed creative strategies for individual learning needs, including but not limited to Special Education Students
- Cultivated an environment that promoted student learning and retention

## **EDUCATION AND CERTIFICATES**

#### **University of Phoenix**, Cleveland, OH

Master of Arts in Education, Curriculum and Instruction

Graduated: July 2009

#### **Kent State University**, Kent, OH

Bachelors of Science in Education

Major: Adolescent and Young Adult Education, Life Sciences

Graduated: May 2003

Lean Six Sigma Yellow Belt, Summa Health Systems/NEOMED, June 2020