

Résumé of Samantha Barrow

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Work Experience

Operations Specialist Instruction/Campus Operations Specialist, General Assembly, New York, NY 03/ 2016 – Present

- Train local operations teams on systems and procedures to support program quality and student experience
- Evaluate, create and implement processes to create scalable and sustainable infrastructure across 15 global campuses
- Work cross-functionality with local and HQ teams to roll out new products, processes and systems
- Ensure that teacher evaluations and instructional quality are consistently conducted and tracked in a system
- Reports weekly on operations, student experience instructor data and analyzes key metrics to identify areas of improvement

Operations Specialist, Ascend Learning Charter Schools, Brooklyn, NY 01/ 2015 – 04/2015

- Operational and academic data information system deployment; support data and analytics and curriculum teams in ensuring that assessments are ordered, administered and that data is captured into academic data systems
- Develop systems to reduce number of uncertified teachers and engage in one-on-one meetings to create detailed action plans leading to NYS certification
- Utilize Salesforce to create reports to track applicants during each stage of the hiring process

Data and Compliance Supervisor, Catapult Learning, Brooklyn, NY 10/2014 – 01/2015

- Develop and implement operational and compliance procedures aligned with company and client requirements; continually evaluate and modify these procedures to address changing client and company needs
- Directly supervise data for team of 90+ teachers; identify and fulfill training needs, provide feedback and follow up actions to Instructional Supervisors and Regional Directors
- Visit sites to ensure teacher compliance to Title I guidelines, identify, address and resolve issues

Data and Compliance Coordinator, Catapult Learning, Brooklyn, NY 08/2013 – 10/2014

- Create and manage reports detailing inventory, supervisor site visits, student enrollment, and student attendance
- Verify information for over 6,000 services using DOE student information tracking system, propriety SIS and Excel for monthly submission; use reconciled data to invoice for multi-million dollar programs
- Follow up with 200+ staff regarding required documents, including student rosters, class schedules and coordination of distribution and collection of assessments
- Create and execute approximately 20 operations trainings throughout the school year

Data Entry Administrator, Catapult Learning, Brooklyn, NY 09/ 2010 – 08/2013

- Gather, track and verify information related to student enrollment, attendance and progress using 2 separate student information systems and Excel; use this information to identify and address issues
- Use PivotTables, spreadsheets, Word documents, and PowerPoint to clearly summarize and present information
- Support Professional Development department in data collection and coordination of service documentation
- Provide administrative support to the Title I program; organize physical and digital files, answer phones, emails and set in person meetings for documentation review

Hostess/Host Manager 01/2004 to 08/2010

Lead position in high volume NYC restaurants including Applebee's, the Palm West and City Winery

- Ensure positive dining and event experiences for guests by answering common questions, making necessary accommodations, following up with servers and addressing issues as they arise
- Provide front door coverage, answer calls on a multi-line phone system, maintain and organize menu and training files
- Manage teams of 5-20 staff; develop and implement new training procedures in the host, seater, and coat check depts.; facilitate communication between departments

Education and Certifications

Masters of Education, Adult Education and Training, Colorado State University.....Exp. 05/2017

Bachelor of Technology, Graphic Arts Production Management, Cum Laude, NYC College of Technology..... 06/2009

Human Resources Management 101, Universal Class.....08/2015