

MICHELLE FLORES

406.251.7164 • michelle.flores@mso.umt.edu

Presents a skill set that combines project management experience and promotes team building. Self-motivated, detail oriented, problem solver, looking to use the skills gained managing projects in other venues to lead teams in a professional environment.

KEY SKILLS

- Solution & relational-oriented business
- Project Management/Detail-oriented
- Professional/Confidential Customer Service
- Conflict Resolution
- Verbal & Written Communication
- Leadership/empowering others
- Cross Team Collaborator/adaptable
- Public Speaking and Vision Casting

ACCOMPLISHMENTS

- PNACAC Conference Breakout Session Speaker –May 2023
- Rising Star Award Recipient—MPSEOC 2023
- Started and ran my own business in the Missoula Community
- Mentored/empowered college students for 17 years
- Trained and qualified for the Boston Marathon

PROFESSIONAL EXPERIENCE

University of Montana

Senior Admissions Counselor

Counsel prospective applicants on the admissions process and opportunities at the University of Montana, acting as a senior recruiter for the institution by attending college fairs, visiting high schools and community events. Responsible for providing one-on-one and group admissions counseling to diverse populations, communicating with prospects and their families by phone, email, mailings, and other correspondence. Also responsible for training newly hired staff and supervising students and volunteers, assisting with recruitment events. Develop relationships with a variety of campus and community representatives. Knowledgeable and involved with in the broader Missoula city-county community. Responsible for the local territory and building relationships with community partners as well as secondary school counselors, prospective students and their families. Plan recruitment initiatives within the parameters of defined budget. Report budget updates to Director of Admissions. Collaborate with Marketing team on enrollment materials and strategies. Effectively use data to plan and implement recruitment activities for assigned territory. Also, serve as a liaison between prospective students and academic departments, colleges and schools, admissions evaluations and others.

Missoula, MT

November 2023–Present

University of Montana

Admissions Counselor

Counsel prospective applicants on the admissions process and opportunities at the University of Montana, acting as a recruiter for the institution by attending college fairs, visiting high schools and community events. Responsible for providing one-on-one and group admissions counseling to diverse populations, communicating with prospects and their families by phone, email, mailings, and other correspondence. Responsible for the local territory and building relationships with community partners as well as secondary school counselors, prospective students and their families.

Missoula, MT

January 2023–November 2023

Flores Finishes

Missoula, MT

OWNER

April 2016 – Present

As a small business owner—provide design guidance and strategy for home owners seeking to update the interior of their homes; communicate and deliver timeline of projects-including cabinet refinishing and wall painting. Generate and deliver projects on time and on budget. Provide on-going support to clients as they explore new projects for their homes. Provide integrity and personal customer service. Collaborating and networking with real estate agents/ interior designers and paint companies to provide excellent product and seamless service to all clientele.

Alpha Omega House

Missoula, MT

MENTOR/ MENTOR COORDINATOR

August 2014 – May 2022

Coordinated with community members and student residents at the Alpha Omega House to provide meaningful mentor relationships. Provided support, supplied materials for mentor/mentee encounters and casted vision to establish meaningful meetings. Provided guidance, advice, feedback, and support to the mentee, serving as role model, teacher, counselor, advisor, advocate, and ally, depending on the specific goals and objectives of each specific relationship.

STUDENT/HOUSE MANAGER

August 2011 - May 2014

Oversaw the administrative and organizational needs that arise around students coming and going throughout the academic year. Tracking applications, references interviews and communication during move in/out logistics. Provided student care in cooperation with the House Parents. Planned and led retreats including transportation, programming and content. Met weekly with a team to coordinate student activities and experiences. Developed content for weekly small group meetings with students. Trained and led small group leaders to be affective facilitators/ communicators. Aided in conflict resolution between students at the Alpha Omega House. Planned and facilitated monthly house meetings. Coordinated community outreach/volunteer experiences for students.

VOLUNTEER/STUDENT SUPPORT

March 2005 – May 2022

Provided support to the students and house parents at the Alpha Omega House. Facilitated small groups. Aided in house maintenance and upkeep and participated in tasks that were needed to support the physical property (painting, cleaning, prepping rooms, landscape/yard work etc.). Attended leadership training groups and conferences.

SLADEKUTTER

Pittsburgh, PA

PROJECT MANAGER

June 1997-June 2000

Managed new website launches for clients (including Heinz Ketchup): scheduling, creating timeless, writing content; wrote reports to improve operations; collaborated with design team to ensure quality & consistency of online branding.

UNIVERSITY OF MONTANA

Missoula, MT

LIBRARY/RESERVE BOOK ROOM

1993-1996

Worked part-time and during school years, while pursuing my education at the University of Montana. Provided customer service to patrons as they needed resources at the library.

EDUCATION | AFFILIATIONS | HOBBIES

Bachelor of Arts, Journalism *University of Montana*

Bachelor of Science, Resource Conservation *University of Montana*

Board Member, *Montana Servant Leadership Board/AO Ministries*

Mentor, *Montana Servant Leadership/AO Ministries*

Marathon Runner, Avid Paddle Boarder, Novice Pickleball Player

PROFESSIONAL REFERENCES

Jeff Greer, Founder- Montana Servant Leadership, Alpha Omega House

406-360-1793 • mtservant@hotmail.com

MeriLee Valentine, Lambros Real Estate Agent

406-370-4984 • Valentine@ERAlambros.com

Irene Easton, President-Divine Design

406-370-1440 • divinedesignamt@gmail.com