

# Hannah Marie Higgins



[www.hannahhiggins.space](http://www.hannahhiggins.space)



[www.linkedin.com/in/hannah-higgins-student](http://www.linkedin.com/in/hannah-higgins-student)

## OBJECTIVE

To express myself creatively while serving others through nurturing, honest, compassionate work and to achieve a higher degree of skill and quality in the service I provide at Laredo College.

## EXPERIENCE

### **Technology & Multimedia Specialist** – Laredo College, eLearning & Instructional Innovation Center: 2018 - Present

- Manage the website for the department, utilizing Cascade Content Management System
- Create audio/video content and communication media for the department
- Assist with administrating Canvas, the Learning Management System of Laredo College
- Provide high-quality support to faculty and students on Canvas and associated technologies
- Collaborate with team members to promote services and projects
- Create procedures and training materials for staff, faculty, and students
- Other duties as assigned by the Director to fulfill department goals

### **Secretary** - Laredo Community College, eLearning & Instructional Innovation Center: 2016 - 2018

Handled room reservation requests and managed online room request system; maintained active record of current expenditures; maintained payment schedule of licenses and maintenance agreements; prepared and submitted requisitions to make purchases for the department; arranged travel for all team members; supervised Work-Study students.

### **Enrollment & Registration Assistant** - Laredo Community College, Enrollment & Registration Center: 2009 – 2016

Provided students, faculty, and community with information regarding enrollment and registration; communicated effectively with customers and co-workers; projected a positive image of college; handled admissions and registration documentation and entered the information into the Student Information System, Banner – admissions applications, high school transcripts, test scores, student registration; issued transcripts in person and managed online transcript request system, Credentials.

### **Periodicals Clerk I** - Laredo Community College, Harold R. Yeary Library - 2007-2009

### **Administrative Coordinator** - Laredo Center for the Arts - 2006-2007

## EDUCATION

- Laredo College – Bachelor’s Degree of Applied Science in Organizational Leadership – December 2022
- Laredo Community College – Associate degree in Art: 2010

## SKILLS

- 15 years of experience working in higher education; 23+ years of customer service
- Software proficiency: Canvas LMS, Ellucian Banner, Cascade CMS, Camtasia, Snagit, Zoom, MS Office, Google Suite
- Bilingual in English and Spanish
- Well-organized, self-motivated team player with a professional and positive attitude

## MEMBERSHIP

Phi Theta Kappa Honors Society