

Johanna W. Koh

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A strong work ethics professional with management and educational skills. Adept at managing and communicating with various stakeholders with a positive, can-do attitude and genuine compassion for others. Motivated, diplomatic in challenging and fast-paced environment. Ability to identify areas of strengths and weaknesses and implement policies, changes in operation, and systems that optimize productivity.

CORE COMPETENCIES

Operations

- Data Analysis
- Process Development/Management
- Testing & Quality Control
- Documentation & Training
- Enrollment and Student Records Knowledge

Managerial

- Relationship Management
- Supervision
- Decision Making
- Conflict Resolution
- Multicultural Knowledge

PROFESSIONAL EXPERIENCE

Data Mapping Analyst

Colorado Department of Human Services, Denver, CO

8/2019 – present

- Extract and manipulate data for analysis and assessments to ensure data integrity and quality standards.
- Client engagement to gather documents and data regarding software/business rules/restrictions, security, assessment, audit and location, system design, architecture, compliance requirements and certifications. Compile and summarize updates and statistics. Research alternatives and/or best practices.
- Analyze clients' business requirements, processes and procedures through document analysis, interviews, and system architecture analysis. Review and analyze risk assessments and System Security Plan (SSP). Verify and ensure that data classification and security level are accurate. Provide risk recommendations.
- Map 100+ systems containing sensitive data and ensure that security plans are in place. Identification of sensitive data in compliance to HIPAA and CJIS regulations. Research, verify and recommend each system. Ensure that sharing sensitive data are restricted and privacy protected.
- Work closely with various stakeholders to cultivate positive relationships and coordinate internal resources for compliance review including education to Business stakeholders.
- Communicate with functional and technical teams and external vendors on data and system matters utilizing Google applications such as Google Docs, Chats, etc. Communicate work progress to the Business Technology and Legal teams.

Assistant Director, Registration

1/2019 – 5/2019

Academic Records & Registration, Regis University, Denver, CO

- Supervised and managed the Veterans & Military team of 2. Managed the Registration team of 5 during the Director's absence. Provided feedback and monitored their work progress. Prioritizing projects with tight deadlines.
- Extracted, analyzed and assessed data from Informer and Business Intelligence (BI) CUBE database and pivot table. Responsible for transmitting encrypted data and reports to Associate Vice President, deans, associate deans and administrative staff at various colleges and partner schools. Data quality check for data integrity.
- Monitored security access to Colleague Student module. Responsible for Priority Registration process and registration security access. Developed documentation for registration and communication processes.
- Served as the primary contact for National Student Clearinghouse (NSC) and report transmissions. Ensured compliance by staying abreast of all regulatory changes to enrollment requirements and compliance of FERPA and Higher Learning Commission regulations. Troubleshoot data discrepancies.
- Liaised, coordinated and processed with colleges on faculty tuition remission applications.
- Served on the Student Module Administrator and Data Custodian committees.
- Tested and monitored data quality control of system upgrades and patches.

- Developed streamline processes and assigned appropriate actions to various groups. Established a timeline in the order of degree of urgency, estimated time of completion, and response time.
- Extracted, created and analyzed enrollment and registration data. Presented data visualization using CUBE and Pivot Tables. Developed technical manual and procedures covering all aspects of student services.
- Trained and assisted staff on systems/applications, processes and customer service.

System Analyst

9/2017 – 1/2019

Office of the Registrar, Metropolitan State University of Denver, Denver, CO

- Maintained ownership, schedule of operations and processed documentation of Banner Student module processes. Configured and maintained validation tables, process configuration and administrative controls in Banner and integrated systems. Extracted data using complex SQL queries and pivot tables.
- Researched Banner, EMS and other ad-hoc systems documentation. Created documentation/manual and projected output to ensure efficient and effective training. Monitored process workflows. Evaluated initiatives for implementation/enhancements. Tested and conducted quality control of processes and data. Reviewed best practices and operations of peer institutions and collaborated with them on issues, resolutions and enhancements.
- Led Banner 9 Testing committee. Provided testing leadership and training on system upgrades.
- Tested and ran queries for data analysis and validation. Research and resolve system errors. Document resolutions. Provided outcomes and guidance. Collaborated with Ellucian and University Information Technology Services (ITS) in system/data issues. Analyzed and documented the integration of Banner and other systems for accuracy and efficiency.
- Collaborated with Institutional Research, Student and Academic Affairs, University Effectiveness and other constituents regarding data related issues. Developed reports and data in SQL. Troubleshoot discrepancies.
- Updated and maintained course scheduling and EMS rooming database.
- Identified and managed Banner Student Module security access. Established and assigned security permissions. FERPA compliance.
- Served on a variety of internal and external ad-hoc committees on behalf of the Office of the Registrar. Served on hiring committees in recruiting, selecting and appointing candidates.
- Provided training and guidelines to promote accurate understanding of complex analysis of processes and outcomes. Communicated with team members on project progress and exchanged feedback. Prioritizing projects with tight deadlines.

Registrar

5/2017 – 6/2018

CityDance, Inc.

- Provided enrollment, registration and financial data analysis and reports to the CEO, director, staff and faculty using Pivot Tables and Google Docs.
- Utilized data analysis in identifying markets to create business opportunities, developed new classes through various channels of engagements, surveys, and data sourcing.
- Maintained student records and implemented registration processes.
- Communicated and maintained relationships with prospective and current students and parents in admissions, enrollment, and financial matters.
- Researched and assessed financial aid applications. Created list and assessed financial needs. Secured documentation or sources of students' financial needs. Made recommendations to the school director for scholarships.
- Tracked and updated tuition payment. Communicated with parents or guardians on contracts and updates. Improved payment processes to increase efficiency and ease of transactions. Liaised with external stakeholders.
- Collaborated with various teams on audition, scheduling, enrollment statistics, tuition revenue, attendance, admission/placement, and student-teacher issues. Provided feedback and recommendations to improve services and productivity.

Degree Audit Coordinator

11/2016 – 7/2017

George Mason University

- Responsible for building and maintaining accurate degree evaluations in consistent with curriculum requirements.
- Analyze and process complex academic record transactions and degree audits using CAPP and Ellucian Degree Works.
- Review undergraduate and graduate graduation eligibility, compliance and registrations.
- Build and maintain relationships with department heads, advisors, administrators, and students in resolving complex issues relating to degree compliance and graduation.
- Build and provide audit and compliance training utilizing Degree Works. Present complex ideas and policies.
- Provide customer service and troubleshoot technical and academic questions regarding academic records in order to provide customer service regarding student record process.
- Create diploma orders for new graduates, duplicate requests, missing or damaged diplomas, and retroactive graduates.

Office Manager/Enrollment Coordinator & Data Analyst

8/2014 – 2/2017

INTO George Mason University

- *Communications* - served as a registrar, Banner, Salesforce and sponsor liaison. Acted as the designated operational lead in the absence of the Enrollment Manager. Liaised and collaborated with INTO Headquarter. Initiated, established, and maintained relationship with key stakeholders. Developed and monitored processes/workflow to ensure accurate and clear communication between Student Services, Academic, Admissions and Finance teams. Relationship building with the academics to resolve complex issues such as applications, admissions, enrollment, academic and Banner/Salesforce records.
- *Collaboration/Bridging* - Managed correspondences with internal and external stakeholders. Ensured consistency, accuracy, compliance and timely delivery of correspondences and reports. Was responsible in strengthening relationships and collaborated with stakeholders on admission and enrollment policies and procedures, academic concerns, financial guarantees/scholarships and immigration status. Supported faculty and staff in academic planning, advising and initiatives. Liaised with Student Services on students' welfare and marketing team in recruitment.
- *Admissions* - reviewed and analyzed admission processes and application materials. Streamlined processes and developed initiatives. Managed projects in the order of degree of urgency and timeline. Counseled students, agents and embassy consulates in admission/enrollment and immigration. Assisted finance staff in the research and analysis of commission payments and matriculation data.
- *Enrollment* – Responsible for enrolling over 950 students in courses and programs. Worked closely with the Registrar to ensure accuracy and consistency in student records. Verified student enrollment and matriculation status. Established BDM process.
- *Compliance* - Maintained institutional academic integrity and confidentiality to ensure conformity with university requirements and FERPA. Utilized Visual Compliance to ensure students met compliance standards and immigration policies.
- *Data Management* - Served as the Banner Liaison – responsible in initiating and establishing relationship with the Registrar. Collected, reviewed and analyzed student data for conformity and accuracy in Banner and Salesforce. Collaborated with university's Institutional Research and Assessment in validating Banner/Salesforce data. Researched and analyzed enrollment data and trends. Created statistical reports to optimize student success, retention/attrition and enrollment targets. Collaborated with marketing, finance, Information Technology, Student Services, and Academic teams to ensure consistent policies and data processes. Supported finance staff in commissions and matriculation data analysis and reports. Familiar with SPSS and SQL.
- *Academics* - Implemented and managed AccuClass attendance system. Converted and maintained over 650 student records. Provided training to faculty and administrators. Collaborated with the university's Institutional Research and Reporting in the accuracy and consistency of student data in Banner.
- *Operations* - Supported and provided administrative duties of the department's day-to-day operations as described below during and after the merger. Supervised a team of enrollment staff and student workers. Proficient with Banner, Patriot Web, Salesforce, Visual Compliance, MicroStrategy and eVA. Collaborated with marketing,

finance, Information Technology, Student Services, and Academic teams to ensure consistent policies and processes in data.

Office Manager

3/2008 – 8/2014

English Language Institute

- Provided administrative support to the directors, faculty, and senior staff.
- *Communications* - Liaised and supported the planning, implementation and project management with internal and external stakeholders such as university finance, human resources, student services departments and affiliated agents. Served as a point of contact in the operations and student services. Collaborated diplomatically through customer service for an empowering and trusting relationships. Communicated on admission criteria, program offerings, registration, courses, etc. Managed archive and disseminated student records in accordance to FERPA.
- *Operations* - Managed the day-to-day operations of the department. Implemented new and existing operational processes and procedures to improve efficiency and productivity. Responsible for procurement, payroll, timesheet and record management. Managed budget allocation, procurement processes, procedures and policy setting.
- Managed conflicts and resolutions in a professional manner and within Human Resources guidelines. Designed and implemented surveys. Developed streamline processes and assigned appropriate actions to various groups. Established a timeline in the order of degree of urgency, estimated time of completion, and response time.
- *Enrollment* – Managed the admission and enrollment processes and procedures to ensure thorough review of applications, documents, communicated with prospective applicants, parents, sponsors, and agents, and timely issuance of admission documents and verification of enrollment letters. Analyzed and monitored enrollment data and students' attendance in accordance to Department of Homeland Security regulations. Analyzed and reported statistical analysis of student services and enrollment data.
- *Event Management* - coordinated and managed budgets of all departmental events, venues, retreats, professional development. Developed and coordinated programming, pre-arrival, orientation and registration materials, and program development. Coordinated and organized student programming such as Student Involvement Program, workshops, and events. Collaborated and supported faculty and administrative staff on academic planning, advising and initiatives from various departments and organizations to create opportunities and access for new students to acclimatize campus environment. Developed and facilitated English Conversation Program. Program began with 6 international students and scholars. It expanded to over 70 students in 4 years.
- *Medical* - Coordinated and processed insurance and immunization processes and payment. Verified that students complied with state and federal health requirements.
- *Safety and Emergency* – served as a liaison in environmental compliance, fire safety, Occupational Health & Safety, and emergency management.
- *Supervision* - Supervised front desk employees. Managed and evaluated the performance and well-being of the front desk employees. Served on hiring committees.
- *Technology* - Provided Information Technology support/training to faculty and staff with hardware/software issues. Troubleshoot operational issues.

EDUCATION

What is Data Science? By IBM on Coursera
Certificate earned on October 23, 2019.

M.A. in Interdisciplinary Studies - Higher Education Administration/Student Services
George Mason University, Fairfax, VA, 2014

B.A. in Mathematics
Gallaudet University, Washington D.C., 1995

TECHNICAL SKILLS

- Database: SQL, Microsoft Access, Oracle, Salesforce, Ellucian (Banner & Colleague)
- Languages: SQL, HTML, FoxPro, Scribe
- Applications: Microsoft Office & 365 (Word, Excel, Access, PowerPoint, OneNote, Outlook, Publisher), OneDrive, Mac iOS, Adobe, Visual Compliance, Salesforce, Skype, SPSS, Internet, eVA, Email, Google Drive, Google Docs, Degree Works, CAPP (Curriculum Advising, and Program Planning), Informer, 25Live, EMS, Zoho, MicroStrategy, ImageNow, CUBE, Pivot Tables.

LANGUAGE SKILLS

- English, Chinese, American Sign Language, Cantonese