

# Mercedes B. Gazaway

| MBALBERS@UARK.EDU

## EDUCATION

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### **BACHELOR OF BUSINESS ADMINISTRATION IN MANAGEMENT**

Mississippi State University. Starkville, Mississippi. December 2015

## EXPERIENCE

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**INSTITUTE FOR INTEGRATIVE AND INNOVATIVE RESEARCH (I<sup>3</sup>R).** University of Arkansas. April 2021-Present

### **Executive Administrator**

- Serves as the liaison for the Associate Vice Chancellor/Executive Director for I<sup>3</sup>R and the Institute with the university administration, a variety of academic units, and external stakeholders like non-profit industry organizations as well as community partners.
- Manages the I<sup>3</sup>R office - onboarding of new hires, office assignments, ordering and tracking of computer-related equipment for team members.
- Responsible for preparation of reports and documentation, creation of presentations, managing materials in preparation of meetings and activities, and other duties as assigned.
- Manages Associate Vice Chancellor/Executive Director's office, as well as calendar and travel for the institute.

**ARKANSAS ALUMNI ASSOCIATION.** University of Arkansas. July 2016-April 2021

### **Assistant Director of Internal Relations.** March 2020-Present

This is a title change and position update after a staff realignment within the Arkansas Alumni Association.

- Served as staff lead for internal programs (student programs, alumni societies, and campus collaborations). Includes recruiting, training, promoting membership, managing event registration and promotion, developing event-specific budgets, and coordinating events
- Advised the Student Alumni Board and Student Alumni Association. This included recruiting, selecting, training, and managing students
- Developed and managed the annual budget for internal relations including student programming, societies, and campus collaborations
- Maintained effective and timely communications with students, society volunteer leaders, society liaisons, campus partners, and alumni
- Managed the annual Senior Awards program including marketing the application process; communication with campus faculty, staff, and student groups; coordination of review committee; selection process; and organization of recognition events
- Developed, managed, and executed the annual University of Arkansas Homecoming signature event program
  - Planned two annual Alumni Association Homecoming signature events - Senior Walk Dedication and Homecoming Parade
  - Worked with campus units on collaborative opportunities or events such as Homecoming Court, food drive and pep-rally
  - Coordinated with large campus groups to encourage engagement I.e., Greek Life, Housing
  - Managed and updated Homecoming webpage with all events, activities, and relevant announcements
  - Actively engaged diverse groups of individuals (alumni, staff, faculty, students) to gather valuable feedback to improve future programming
- Assisted with programming to engage alumni and students in a virtual or hybrid environment
  - Responsible for coordinating campus collaboration events with multiple units across campus

- to create relevant and impactful programming
  - Ability to pivot and adjust planning from in-person events to seamless virtual or hybrid programming
  - Managed registration, recording, and reporting of events
- Utilized Microsoft Excel to complete analysis on events, budgeting, and program statistics
- Evaluated and monitored the effectiveness of programs, identify problems, and recommend improvements

**Assistant Director of Student Programs.** November 2017-March 2020

- Developed a short and long-range strategic plan for student programs
- Maintained up-to-date student outreach manual including costs, required program resources, timelines, and key partnerships
- Served as advisor for Student Alumni Board and Student Alumni Association, including recruiting, selecting, and training Student Alumni Board
- Maintained effective communications with student and young alumni volunteer leaders in a timely manner
- Developed student membership recruitment initiatives and goals
- Responsible for processing memberships at all events – running credit card readers, receipting students with cash and, at larger events, maintaining a cash register
- Post-event financial reconciliation – closing credit card batches, balancing cash register drawers, processing online payment report, and submitting supporting paperwork to the finance team
- Managed up to seventy student volunteers and taught them the importance of financial responsibility and the benefits of selling memberships
- Provided reports and updates on student programs to key constituents
- Created and managed an annual program budget, coming in under budget every year
- Achieved budget reduction of approximately thirty-nine percent through improved planning and support, reductions in unnecessary program expenses, and last-minute purchasing
- Supported Arkansas Alumni Association Chapters and Societies, as needed

**Administrative Specialist for Student Programs.** July 2016-November 2017

- Coordinated events, activities, and promotions
- Oversaw marketing and communication for student programs
- Advised Student Alumni Board executives on meetings and events
- Mediated conflict resolution between staff and students
- Assisted students on identified problems
  - Determined proper means of resolution
  - Monitored progress
  - Focused students on a resolution-based outcome
- Provided daily administrative assistance to the Outreach and Chapters team that served over 4,000 Student Alumni Association members
  - Maintained Student Programs budget
  - Processed all purchases and expenses through the appropriate university platform
  - Prepared and submit travel requests

**ENVIRO-LABS, INC.** Starkville, Mississippi. October 2015-July 2016

**Assistant Office Manager**

- Created and processed all invoices bi-monthly and delivered them to clients for payment

- Processed bi-monthly company payroll
- Managed company bank deposits, daily or weekly depending on the volume
- Prepared and monitored company budget by organizing both weekly and monthly financial reports
  - Accounts receivable – reviewed aging reports and ensured clients were contacted via phone if greater than sixty days past due on an account
  - Accounts payable – reviewed bills, both current and future, to ensure business was on track with previous accounts receivable income trends
- Developed and implemented new procedures for client records, privacy, and quality assurance
- Designed new procedures and staff training documents for retention, retrieval, and disposal of client environmental test records

**CITY BAGEL CAFE.** Starkville, Mississippi. August 2014-November 2015

**Cafe Assistant**

- Opened the cafe and prepared an inventory list
- Maintained a register drawer and processed credit cards for customers
- Ensured accuracy of orders and legibility of handwritten tickets
- Greeted customers and maintained a friendly, courteous, and professional environment at all times
- Assisted with training of new employees
- Maintained the cleanliness of the cafe
- Monitored stocks of supplies and ingredients

**SOCIAL SCIENCE RESEARCH CENTER.** Mississippi State University. May 2011-August 2014

**Undergraduate Office Assistant** for the Social Science Research Center

- Managed human resource records
  - Filed monthly timesheets for both salaried and hourly staff
  - Delivered paperwork daily or weekly, depending on volume, across campus to various departments for research project salary percentage changes
  - Managed annual record pull and storage
- Organized research project accounting files
- Assisted the accounting department with filing and record management
  - Responsible for reviewing accounting codes and verifying accuracy
  - Filed all research project paper transaction receipts
  - Managed annual record pull and document storage for all research project accounts
- Ensured all research scientists maintained Institutional Review Board certification
- Assisted in center-wide clerical duties such as travel processing, phone coverage, and supply runs, etc.

**Undergraduate Research Assistant** for the Wolfgang Frese Survey Research Laboratory – Call Center

- Prepared samples for Computer Assisted Telephone Interviewing Software
- Tested skip patterns prior to running surveys for both telephone and online administration
- Conducted basic statistical analyses on final data sets
- Managed groups of interviewers for special population surveys
- Served as a telephone interviewer

**BULLDOG LANES.** Starkville, Mississippi. August 2009-August 2011

**Bowling Alley Assistant**

- Accepted payment from customers for services
- Balanced and closed out drawers as needed

- Improved ability to multi-task within a fast-paced environment
- Controlled guest relation issues and maintained customer satisfaction

**SOCIAL SCIENCE RESEARCH CENTER.** Mississippi State University. June 2009-August 2009

**Data Entry Assistant for the J.W. Landrum Observation Survey Laboratory**

- Organized field data for entry into a final data set
- Entered data for the Child Restraint Usage Survey
- Reviewed all data entries to ensure accuracy
- Assisted with data entry for the 2009 Mississippi Safety Belt/ Motorcycle Helmet Survey

**GRAND CHINA.** Las Vegas, Nevada. November 2008-June 2009

**Hostess**

- Managed the cash register and credit card terminals
- Processed, prepared, and closed out all take-out orders
- Successfully resolved customer issues and complaints

**MEMBERSHIPS**

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**MISSISSIPPI STATE UNIVERSITY.** Alumni Association Member. 2016-Present

**PHI SIGMA PI NATIONAL HONOR FRATERNITY.** National Alumni Association Member. 2016-Present

**LEADERSHIP**

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**PHI SIGMA PI NATIONAL HONOR FRATERNITY.** Fall 2012-Spring 2017

Alumni Advisor. Spring 2016-Spring 2017

- Served as liaison officer to foster fellowship between alumni and current undergraduate members
- Developed an alumni advisory board for the Delta Tau Chapter at Mississippi State

University Social Committee Chair. Fall 2015

- Planned smaller monthly social functions for the chapter members
- Engaged all members by offering a variety of events to promote team building

President. Fall 2014-Spring 2015

- Managed the chapter budget and balanced the chapter bank account
- Ensured national dues were correct and paid on time to the national headquarters

Fundraising Committee Chair. Spring 2014

- Created fundraising opportunities for the chapter to gain extra revenue
- Deposited money raised at events in the chapter bank account and submitted a reconciliation form to the Treasurer

Brother-at-Large. Fall 2013-Spring 2014

- Organized chapter team building opportunities and events to engage members
- Mediated chapter grievances

Community Service Committee Chair. Spring 2013-Fall 2013

- Created multiple service opportunities for the chapter
- Promoted awareness for both the local and national philanthropy

**SIGMA ALPHA LAMBDA NATIONAL LEADERSHIP AND HONORS ORGANIZATION.** Fall 2012 – Fall 2015

President. Fall 2013-Spring 2014 & Fall 2014-Spring 2015

- Created and submitted the chapter budget
- Deposited fundraising money and excess grant money into the bank

Treasurer. Fall 2012-Spring 2013

- Managed the approved chapter budget
- Requested grant money from the national headquarters
- Submitted all receipts, reconciliation files and supporting documents to the national headquarters

## CERTIFICATIONS

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### UNIVERSITY OF ARKANSAS

#### **Supervisor Development Program.** Spring 2019

- Completed eight supervisor development courses between Spring 2018-Spring 2019
- Training courses promote excellence in selecting and managing the University's work force
- Curriculum included education about the skills, knowledge, and resources needed to be effective in leading and coaching other employees

### PHI SIGMA PI NATIONAL HONOR FRATERNITY

#### **Leadership in Action.** Fall 2015

- Completed 75 hours of "Leadership in Action" certification program between Fall 2012-Fall 2015

### MISSISSIPPI STATE UNIVERSITY

#### **Institutional Review Board Certification.** June 2009-May 2015

- Training course detailing privacy and compliance requirements

## COMMUNITY SERVICE

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Phi Sigma Pi National Honor Fraternity. Fall 2012-Spring 2016

Northwest Arkansas Hopes and Dreams Booster Club, Inc. Spring 2012-Spring 2016

Sigma Alpha Lambda National Leadership and Honors Organization. Fall 2012-Fall 2015

Gamma Beta Phi National Honors Society. Fall 2012-Fall 2015

Service DAWGS. Group Leader. Fall 2012-Fall 2014

Building Bridges for Kids. Mentor. Summer 2012 and Summer 2013

Day One Leadership Community. Fall 2011

## AWARDS

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Employee of the Quarter. University of Arkansas. Quarter 4 – Fiscal Year 2023

Golden Tusk Award. University of Arkansas - Division of Student Affairs. November 2018

Maroon Volunteer Center 2014 Group Community Service Excellence Award Silver Level. Spring 2015

Delta Tau Chapter of Phi Sigma Pi Service Key. Spring 2014

Maroon Volunteer Center Individual Community Service Excellence Award Bronze Level. Spring 2014

Martin Luther King Day Drum Major for Service Award. Spring 2014

Maroon Volunteer Center 2012 Individual Volunteer Spirit Award. Spring 2012

Day One Leadership Pod Award. Fall 2011

## REFERENCES

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Available upon request