



Senior Residential Assistant

Ginger Olmo

Professional summary

Experienced Senior Residential Assistant with over 11 years of experience managing student housing facilities, leading teams, and improving community living environments. Proven track record in conflict resolution, event coordination, and policy enforcement. Adept at creating supportive environments that enhance student well-being and academic success.

Experience

Senior Residential Assistant

March 2020 - Now

University of Chicago / Chicago, IL

- Supervise a team of 6 resident assistants across a 300-bed dormitory, ensuring smooth day-to-day operations.
- Implement conflict resolution strategies that reduce student disputes by 30%.
- Coordinate monthly events to foster community engagement, increasing participation by 20%.
- Conduct weekly one-on-one meetings with students to provide academic and personal support.
- Oversee emergency response procedures, ensuring safety protocols are followed.

Residential Assistant

August 2016 - March 2020

Northwestern University / Evanston, IL

- Managed housing assignments for over 200 students, ensuring compliance with university policies.
- Led educational and social programs aimed at promoting diversity and inclusion.
- Provided crisis intervention and support for students experiencing personal challenges.
- Assisted in the orientation of new students, offering guidance on university resources and facilities.
- Developed a peer mentoring program that improved student retention rates by 15%.

Resident Advisor

August 2014 - May 2016

DePaul University / Chicago, IL

- Fostered a positive living environment for 150 residents, promoting academic success and community building.
- Trained new RAs on university policies and best practices in conflict resolution.
- Organized social events and study sessions, enhancing student interaction and academic collaboration.

(312) 555-1234

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Chicago, IL

Education

First Aid & CPR Certified

Red Cross, 2021

Conflict Resolution Training

National Association of College and University Residence Halls (NACURH), 2019

Skills

Conflict resolution

Crisis intervention

Event planning and coordination

Team leadership and supervision

Time management

Facility management

Budget management

Student counseling

Multicultural competence

Communication and interpersonal skills

- Assisted with facility management and maintenance requests to ensure safety and comfort for residents.