



STEAFON RAY PARSON II

CONTACT

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 Knoxville, TN

EDUCATION

MASTER OF SCIENCE | COLLEGE STUDENT PERSONNEL

University of Tennessee, Knoxville
Expected Graduation | May 2024

BACHELOR OF SCIENCE | HEALTH STUDIES

University of Memphis

SKILLS

- Microsoft Office | Adobe Illustrator
- Kronos Payroll Management
- Crisis Management & Conflict Resolution

LEADERSHIP

- **Alternative Break Experience**, Staff Leader | March 2022
- **Kappa Eta Chapter President**, Alpha Phi Alpha Fraternity Inc. | Jul 2019- Jul 2020
- **Resident Assistant** | August 2017- May 2019

PROFESSIONAL EXPERIENCE

ASSISTANT HALL DIRECTOR | AUG 2022-PRESENT

University of Tennessee, Knoxville

- Supervises and manages a 14-person desk assistant team, overseeing recruitment, training, and evaluations to ensure effective residence hall service.
- Assists in the development and enforcement of housing policies and procedures for a residence hall of over 700 students.
- Serves as the advisor to the Hall Association and assists with the planning of community, academic and personal development programs.

ADMISSIONS COUNSELOR | JAN 2021-JUL 2022

University of Memphis

- Ensured that all required student documents were submitted and verified.
- Managed accurate enrollment process data via admissions decisions, scholarship offers, and waitlists.
- Fostered relationships with prospective students, their families, and high school counselors by providing information about the institution and answering questions about the admissions process, academic programs, financial aid, and scholarships.

LEVEL 1 TECHNICAL SUPPORT AGENT | JUL 2019- JAN 2021

UMRF Ventures

- Answered inbound calls and provided assistance with customer issues surrounding technical support for FedEx devices and products.
- Logged and tracked customer issues in a database or ticketing system to ensure that issues were resolved in a 30 minutes or less time frame.
- Provided step-by-step instructions to help customers troubleshoot technical issues, including issues related to software, hardware, and data access.

TEACHING EXPERIENCE

ELPS 350; Educational Leadership/Policy; University of Tennessee, Knoxville | Spring 2023

- Co-instructed 13 students on interpersonal leadership theories, diversity, and application practices in a supervised collegiate leadership setting.
- Provided students with direct leadership skills training and preparation to lead residents in implementing positive change.