



# Emily Chen

Director of Residence Life



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 New York, NY

 emilychen.com

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 emilychen.github.io

## Summary

Results-driven Director of Residence Life with 8+ years of experience in resident life management, student development, and community building. Proven track record of increasing student satisfaction by 25% and reducing conflict incidents by 30%. Skilled in staff supervision, budget management, and crisis intervention.

## Experience

**Director of Residence Life** Jan 2018 - Present  
New York University New York, NY

Oversee daily operations of 10 residence halls, serving 5,000 students. Supervise team of 20 Resident Assistants and 5 Residence Hall Directors. Develop and manage \$1.2M budget, achieving 10% cost savings through strategic planning. Collaborate with campus partners to design and implement student programs, resulting in 20% increase in student engagement. Implement and enforce residence life policies, ensuring 95% compliance rate.

- Supervise and evaluate staff performance
- Develop and manage budget
- Collaborate with campus partners
- Implement and enforce policies

**Residence Hall Director** Jun 2015 - Dec 2017  
University of California, Berkeley Berkeley, CA

Managed daily operations of 2 residence halls, serving 1,500 students. Supervised team of 8 Resident Assistants. Developed and implemented student programs, resulting in 15% increase in student satisfaction. Responded to and resolved student conflicts, achieving 25% reduction in conflict incidents.

- Supervise and evaluate staff performance
- Develop and implement student programs
- Respond to and resolve student conflicts

## Education

**Master of Education** May 2015  
University of California, Berkeley Berkeley, CA  
Higher Education 3.8

## Certificates

**Crisis Intervention Certification** Jun 2020  
Crisis Prevention Institute  
Trained in crisis intervention and response

## Skills

Staff Supervision  
Budget Management  
Student Development  
Community Building  
Crisis Intervention

## Languages

English	Native
Spanish	Fluent

## Awards

**Outstanding Residence Life Professional**  
May 2020  
National Association of Student Personnel Administrators  
Recognized for exceptional service and leadership in residence life

## References

**Dr. Jane Smith**  
Vice President for Student Affairs  
Supervisor jane.smith@email.com

## Hobbies

Hiking