

Jacob A. Ajang
9829 Evans St
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402-320-3992
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OBJECTIVE

I am seeking an Administrative position in the Department of Higher Education.

EDUCATION

Trident University International, Cypress, California
Ph.D. in Higher Educational Leadership **Expected
Grad. Jun. 2015**

Dissertation Approved
The Impacts of Quality Teaching on Student Satisfaction at
the University of Juba in South Sudan

Bellevue University, Bellevue, Nebraska
Masters of Art in Human Services **Grad. Mar. 2011**

Comprehensive Exam

Internship
Lutheran Family Services (LFS) International Center of Heartland, Omaha, NE

Grace University, Omaha, Nebraska
Bachelor of Science **Grad. Dec. 2006**

AWARDS

Medical Interpreter **April 2009**

- Course Taken through The Nebraska Medical Center

Computer Certificate **Oct. 2002**

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook) QuickBooks.
 - Basic Knowledge MS Access
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CERTIFICATIONS/OTHER ACCOMPLISHMENTS

• Employee of the Month at The Nebraska Medical Center **Oct. 2013**

• Nebraska Department of Education “*Spotlight on Former Metro ESL Student
Graduates with Masters*” **May. 2011**

<http://www.education.ne.gov/ADED/pdfs/May%202011%20AE%20Newsletter.pdf>

• Sodexo Health Care Services CARES Awards 4 times **Aug. 2011**

• Nebraska Medicine “*Thank You*” Awards for Extraordinary Service 9 times **Nov. 2010**

• Metropolitan Community College placed on the Dean’s List **Sept. 2006**

SKILLS

- Open and effective written and oral communication skills
- Collaborate with team members very well
- Adaptive and flexible to the needs of the department and organization
- Always maintain a courteous and compassionate attitude

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PROFESSIONAL EXPERIENCE

The Nebraska Medical Center

Guest Services Associate/Night Auditor

Jan. 2009-Present

- Provides quality customer services to all customers, patients and care partners in a friendly, professional and efficient manner
- Ensures accuracy and efficiency within department operation
- Uses department software to secure information/payment for accurate and efficient processing of customer accounts
- Uses or recommends available resources to logically answer questions and resolve concerns that patients, guests, employees may have
- Follows up to ensure guest/patient/customer satisfaction, especially with complex situations, such as billing.
- Cash handling, controlling supplies, answering multi line telephones, filing, and operating business equipment
- Utilizes reports and forms to maximize occupancy and assist customers
- Maintains accountability for all actions and decisions
- Complies with all departmental and organizational policies and procedures in addition to regulatory requirements
- Maintains open and effective communication with leadership and colleagues
- Use courteous, clear and timely communication with customers
- Displays professionalism through actions, work area appearance, and personal appearance
- Listens, empathizes and works diligently to find solutions

Metropolitan Community College, Omaha, NE

Academic Assistant/Advisor

Jun.2008–Aug.2011

- Helped students define and developed realistic educational career plans through schedule planning for each semester and summer school, if appropriate. Each student should have an up-to-date academic schedule plan through to graduation.
- Met with advisees during orientation to assist student with initial adjustment to university academic life. Special sessions should be scheduled throughout the first academic year.
- Assisted students in planning a program consistent with their abilities and interests.
- Monitored progress toward educational/career goals and met at least once each semester to review the progress toward completing the proposed academic program and to discuss grades and other performance indicators.
- Followed up with the advisees on any report of unsatisfactory work (notice of class probation for poor attendance, notice of FA and/or failing grades, incomplete grades from past semester(s), etc.).
- Approved all designated educational transactions (e.g., pre-registration/registration schedule, drops/adds, withdrawals, change of major and advisor, waivers, graduation requirements, etc.).
- Maintained an up-to-date Advising Portfolio, with a summary record of performance to date (grade reports, transcript, requirements completed,

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- etc.).
- Informed and, if necessary, refer students to other institutional resources when academic, attitudinal, attendance, or other personal problems require intervention by other professionals. (e.g., Office of Academic Development, Academic Services, Personal Counseling, etc.)
- Consulted regularly with faculty colleagues in order to have up-to-date information.

American Red Cross, Omaha, NE

Telerecruiter

Mar. 2008–Jul. 2008

- Contacted by telephone current apheresis and/or whole blood donors to recruit for donation.
- Developed new leads and implement new donor recruitment programs to ensure an increased donor base and an adequate blood supply.
- Scheduled appointments to ensure maximum number of donors are scheduled each day.
- Developed a working knowledge of donor criteria to inform donors of eligibility and reduce deferral rates.
- Coordinated support of community and business donor groups to assure a positive image of the ARCBS.
- Maintained daily production standard, including phone calls and appointments per hour, to meet established collection goals.
- Maintained accurate records of donors/groups contacted and appointments scheduled to avoid errors, poor customer relations and to ensure sufficient donor availability.

Alegent Health Bergan Mercy Medical Center, Salvation Army,
Emanuel Hospital, Nebraska Medicine, Charles Drew, and
Hope Medical Outreach Coalition, Omaha, NE

On Call Staff Interpreter/Translator

Mar. 2002–Aug. 2013

- Facilitated effective communication and understanding between the Healthcare Providers and South Sudanese patients.
- Relayed concepts and ideas between languages.
- Facilitated communication for people with limited English proficiency.
- Provided language services to healthcare patients with limited English proficiency.
- Accompanied foreign visitors and facilitated communication between receiving party and visitors.
- Adapted a product or service for use in a different language and culture.

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VOLUNTEERING EXPERIENCE:

West Community Initiative (WCI), USA

Chairman

Nov. 2012–Present

- Responsible for ensuring the Board of Directors and Executive Officials are aware to fulfill their governance responsibilities, are accountable for their performances, comply with applicable and organization bylaws and regulations, conduct board business effectively and efficiently.

Nebraska Greater Bor Community, Omaha, NE

Treasurer

Jun. 2010–Jul. 2012

- Started out as a volunteer organization treasurer with a \$00 budget, provided general financial oversight, developed financial systems, workable budgets, and demonstrated accountability. In just two years the budget grew to over \$8,000.
- Responsible for ensuring that effective financial systems and procedures have been established, are being consistently followed and are in line with best practice and legal requirements.

Omaha Public Schools Head Start (OPSHS), Omaha, Nebraska

Early Head Start Policy Council (PC)

Aug. 2010–Jun. 2012

- Developed a partnership with parents and staff in making decisions about program changes and policies.
- Participated in program evaluations and advocated for children, family members and the community.

Kongor Development Association (KDA), USA

Chairman for the Board of Directors

Nov. 2010–Sept. 2011

- Supported and sustained the work of KDA, and provided governance leadership and strategic fundraising support.

PUBLICATIONS AND PAPERS

- *Aggressive Misbehavior in Childhood Development*
Bellevue University research Paper **Aug. 2011**
- *Spotlight on Student Graduates with Masters*
Metropolitan Community College **Aug. 2011**
- *The Future of South Sudan*
Omaha, Nebraska written article **Sept. 2010**

MEMBERSHIPS

USA Honor Society Membership Certificate of Award

Aug. 2012