

Suzanne Halpin

University of California, Berkeley CA

(July 2013 – Present)

University of California, Berkeley enrolls 36,000 students and is a world renowned public research university located in Berkeley, California with over 350 Undergraduate and Graduate degree programs in a wide range of disciplines.

Director of Operations and Auxiliary Services, Student Union July 2013-Present

Supervise student auxiliary services with the ASUC Student Union including 220,000 square foot newly constructed and renovated Student Union, 12 full-time staff, 6 direct reports, 85 part-time staff and annual operating budget of \$5.4 million and annual auxiliary revenue of \$11 million. Responsible for the direct oversight and supervision of strategic planning, building operations, events services, contracts, retail and food service operations, construction and renovation, budgeting and space allocation.

Facilities Oversight:

MLK Student Union and Eshleman Hall- Worked with stakeholders to complete and operationalize the newly constructed and renovated 220,000 square feet facility for students and staff encompassing a tiered 100 plus capacity Senate Chamber, 16 meetings rooms, the largest banquet hall on campus, retail and dining. Directed a multifaceted plan to open the Student Union including but not limited to completion of retail locations, food service, residents and event planning.

Anna Head Alumnae Hall - An assembly hall that was built in 1927 and covers approximately 6,500 square feet features event space along with courtyard for outdoor receptions.

Accomplishments:

- University Liaison and closer for contract negotiations for all major Student Union contracts.
- Created 24 hours operation for three weeks at the end of each semester for study space.
- Responsible for increase revenue by 75% for room rental due to strategic vision and reduction of career staffing.
- Chair planning team to implement virtual customized “One Stop Shop” working with campus partners and developers.
- Created and developed a successful food “Pop Up” program to provide regional low cost options during contract discussions.
- Developed and implemented a late night study program utilizing unused classroom space.
- Created successful culture office plan for positive work environment for professional staff but involved developing rituals, traditions and trust.

Contract Oversight:

- Responsible for Dining Services food providers for the Student Union featuring six food options, a coffee shop and a full service restaurant.
- Cal Student Store responsible for adoptions, textbooks, and apparel.
- Amazon Pick-Up Point consisting of over 50 locker locations for package pick-up.
- Campus-wide vending operations for the ASUC.

Construction, Renovations and Relocation:

MLK Student Union, Eshleman Hall and Anthony Hall
New Construction and Renovation

\$223,000,000

Committee – Chair Operations Strategic Planning, Compass Committee, Co-Chair Operations Committee, ASUC Board member, Chair –Search Committees, Chair -UC Student Union Directors Conference, Chair – Wheeler Late Night Program, Move Back Committee, Co- Chair “Switch and Sit” Program

**University of Central Florida, Orlando FL
(December, 1998-April 2013)**

The University of Central Florida (UCF) is a metropolitan public research university located east of Orlando, Florida. A member of the State University System, UCF is the nation's second-largest university with a total enrollment of 58,000 and over 10,000 residential students.

Director, Student Union**August 2003- April 2013**

Supervised student auxiliary services within the Division of Student Development and Enrollment Services (Campus Life) including a total of 250,000 square feet, 75 full-time staff, 4 direct reports, 100 part-time staff, an operating budget of \$5.2 million and auxiliary revenue of \$7.2 million. Responsibilities included oversight and supervision of housekeeping, maintenance, event services, retail and foodservice operations, catering, strategic planning, budgeting, space allocation, and inventory control.

Facilities supervised:

- UCF Student Union – this 24 hour facility is a 220,000 square foot multipurpose facility located in the center of campus; Student Union hosts an average of 39,000 guests a day and 1,900 events a month in 24 meeting rooms, 3 retail stores and 14 individually-leased food services.
- Ferrell Commons - this multi-purpose 9,800 square foot facility hosted over 150 events a month from sports club competitions to student dances.
- All Knight Study Spaces – Are unique 24- hour study spaces that feature intentionally designed flexible furniture for individual to large scale group study, modified computer labs, lounge space and vending area.

Programs implemented:

Designed, developed and implemented NASPA award-winning “Study Union” program during final exam periods. This collaborative effort with Student Academic Resource Center, Student Government Association, Recreation and Wellness Center and Student Union offers 24-hour access to the Student Union, quiet study rooms, group study space, tutoring, test review sessions, supplemental instruction, and free messages. Over 450,000 students a year participate in this program in the fall and spring semesters.

Designed, developed and implemented ACUI award-winning “Ready, SET, Go!” student employment cross-divisional training program for the Division of Student Development and Enrollment Services (SDES). This program offers student employees additional marketable training through their participation in workshops such as time management, diversity, integrity, customer service, leadership, networking, suicide prevention and personal finance.

Supervised and was responsible for the implementation and foundation of Knights Helping Knights Pantry, a student driven program which assists students through difficult financial times by providing non-

perishable food and clothing. This ACUI award winning program provided over 21,000 pounds of food to UCF students during my tenure. This program impacted over 6,000 students.

Created and implemented “Produce on the Patio”, local farmers market hosted on Student Union patio that provided fresh fruit, vegetables, breads, honey and other locally produce items to the student population at a reasonable cost.

Developed Student Union brand and marketing campaign with oversight of web design, signage, social media and events. Utilized local and national assessment results to determine student needs and launched successful marketing campaigns including, the “Heart of Campus” campaign and Happiness Week.

Construction and Renovation:

Principle participated in the planning, design, management and opening of over \$31 million in construction and renovation projects including minor project (\$3.25M)- Study spaces, Computer Labs, Boardwalks along with major projects Student Union Addition and Expansion (\$6M), Recreation and Wellness Center (\$14M) and Student Union Ballroom/Retail Addition (\$8M).

Director, Student Union and Recreation and Wellness Center

November 2001- August 2003

Supervised the construction and operation of 84,000 square foot recreation facility with staff of 45 full- time staff, 4 direct reports and 150 student staff and annual operating budget over \$3 million, and revenue auxiliary revenue of \$120K. The facility featured a climbing tower, group exercise rooms, basketball courts, fitness equipment and large free weight area.

Committees - Served on numerous senior level University committees including the ASFCME collective bargaining team, Divisional Assessment Committee, Greek Reinstatement Committee, and Emergency Response Committee. Chaired numerous search committees for various positions throughout the Division.

Seton Hall University, South Orange, NJ (November, 1987-September, 1998)

Seton Hall University is a Catholic University with enrollment of 9,800 students (Undergraduate 5,300 and Graduate 4,500). Seton Hall University located 13 miles from New York City hosts over 50% of undergraduate students in campus housing and has a strong campus life tradition.

Associate Director for Facilities and Operations University Center

April 1992 – September 1998

Monitored and coordinated the efforts of internal and external operations within the University Center including housekeeping, physical plant, ticket center, media services and food service. Supervised staff including 3 full time and 2 part-time professional staff members, 50 student employees and numerous volunteers.

Volunteer Accomplishments

Association of College Unions International (ACUI)

Volunteer International Education Council Chair

March 2011 – March 2013

- Responsible for oversight and direction of educational content for the association.
- Designed, developed and marketed educational card game, CORE 11, to highlight core competency and skill sets valued throughout the association.

Strategic Plan Core Team

July 2010

- Integral team member in formulating the 2010 -2015 Strategic Plan for the association.

Elected Regional Director

October 2007- 2010

- Coordinated four regional conferences, four recreation tournaments and six drive-in experiences.
- Responsible for a budget of over \$17K, volunteer leadership board consisting of 10 members, and over 200 active volunteers.

National Association of College Auxiliary Services (NACAS)

- National Host Committee
- Regional Golf Fundraising Tournament –Chair

October 2004

April 2003

Achievements

2018 – 2010

- Spot Award – Outstanding Service at UCB – Contract Management
- Achievement Team Award – Classroom Project
- Board of Trustee Recognition for “Study Union” Program
- NASPA Excellence Award “Study Union”
- ACUI Community Service Award - Knights Helping Knights
- ACUI Student Training Program Award - Ready, S.E.T. Go!

2009 – 2006

- UCF Top University Fundraiser for American Heart Association (\$5,400)
- UCF SDES Operational Excellence Award (Divisional Employee of the Year)
- UCF SDES Collaborative Program of Year – Study Union
- Rotary International - Two Time Paul Harris Fellowship

Computer Skills

- Basic understanding of website management, comfortable with both PC and Mac platforms. Knowledgeable in Word, Outlook, Google Calendar, Google Drive, Kronos, Trello, and Keynote.
- Extensive background in EMS (Event Management System) used for room scheduling and billing.

Community Volunteer

Central Florida Working Women Tennis Championship Team, Captain

Rotary International - Club President and other leadership positions

Executive Women’s Golf Association, Events chair

Food Pantry Volunteer – University of California- Berkeley

Community Mural Painter – University of California – Berkeley

Education

Bachelor of Science, Business Communications

Bentley University

May, 1987

Waltham, MA