

Candace Baker

cbaker11@une.edu

<https://cbaker11.uneportfolio.org/>

My roles as a UNE employee and student provide me with a unique perspective to help make a positive impact within the UNE community.

PROFESSIONAL SKILLS

- Leadership and inter-departmental collaboration experience
- Strong organizational, planning and problem-solving abilities
- Attention to detail for small tasks and large projects

CAREER SUMMARY & HIGHLIGHTS

University of New England, Biddeford, ME

July 2017-present

COM Academic Assessment Technician

- Train students and faculty members to utilize exam software
- Post and coordinate 100+ exams and exam sessions for numerous academic courses per year
- Work closely with faculty, adjuncts, and course directors to build exams
- Assist students with technical difficulties and software issues
- Implement non-traditional exam formats into exam software for student distribution
- Member of the UNE COM Student Assessment and Evaluation Subcommittee

University of New England, Biddeford, ME

April 2017-July 2017

COM Office Assistant

- Assisted academic coordinators with Blackboard, ExamSoft, and classroom preparation tasks
- Scheduled lecture recordings; prepare lecture hall for presentations
- Proctored make-up, retest assessments, and exam reviews

Trademark FCU, Scarborough, ME

2016-2017

Project Assistant

- Collaborated with third party vendors to complete outstanding software tickets
- Analyzed data to create reports within the core processor based on departmental needs
- Managed the credit union's IRA program while ensuring compliance and meeting reporting deadlines

Trademark FCU, Scarborough, ME

2013-2016

Member Services Manager

- Managed and trained a team of 10 Member Services employees located in three branches
- Assessed third party software programs and packages, implementing changes where necessary to improve department performance
- Compiled and presented an annual risk assessment to the Board of Directors, Senior Management, and NCUA auditors
- Established and documented new procedures in order to mitigate risk for the department

EDUCATION /PROFESSIONAL DEVELOPMENT

UNE- Current History major, Junior status

University of Southern Maine, Portland, ME – Classics and Foreign Languages Classwork

Foxcroft Academy- High School Diploma, Honors