

## **Megan J. Ireland**

Phone: (574)-276-7132

Email: Ireland.j.megan@gmail.com

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### **Educational History**

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#### **Bachelor of Science**

*Western Michigan University*

Major: Behavioral Science

Minor: Management

GPA: Overall: 3.86

**September 2011-April 2016**

*Kalamazoo, MI*

Major GPA: 3.96

Minor GPA: 3.93

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### **Relevant Coursework**

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#### ***Psychology***

Introduction to Behavior Analysis

Organizational Psychology

Behavioral Research Methods

Concepts of Behavior Analysis

Statistics-Behavioral Science

Survey of Behavior Analysis Research

Research Assistant

Human Resources Psychology Practicum

#### ***Business***

Organizational Behavior Management

Human Resource Management

Project Management

Managing Diversity in Organizations

Employment Relations

Leadership in Business

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### **Research Interests**

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Instructional Design

Computer-based Instruction

Feedback

Behavior-based Coaching

Performance Management

Motivation

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### **Applied Experience**

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#### **Human Resources Coordinator**

*PFC*

Duration: April 2016-Present

Supervisor: Chris Dilley

Duties:

- Maintained and improved the hiring, training and evaluation systems of PFC to improve their efficiency and ensure that they are aligned with the PFC vision and Ends Statement.
- Provided excellent customer service both internally and externally
- Supported the General Manager and Management Team with their Human Resources needs

- Developed proposals to present to the Management teams on a variety of topics include salary changes and time line to full integration of a new scheduling software.
- Completed all Human Resources Assistant tasks as well

### **Human Resources Assistant**

*PFC*

Duration: September 2015-April 2016

Supervisor: Hannah Berc

Duties:

- Assisted and maintained PFC hiring by phone screening all applicants, setting up interviews and assisting in actual interviews
- Attended and helped in training team meetings and setting future meetings
- Updated and maintain the evaluation process as well as send weekly reminder to managers about upcoming reviews
- Maintained documentation of all personnel-related information and incidents
- Ensured that all required staff paperwork (tax, training, etc.) is updated and complete.
- Supported HR Coordinator, Management team, and General Manager as needed
- Modeled excellent communication with all staff
- Provided excellent internal and external customer service

### **Call Center Weekend Supervisor**

*Edward Rose and Sons Apartments*

Duration: October 2015-present

Supervisor: Jon Simmons

Duties:

- Handled weekend calls that have escalated beyond the responsibilities of a representative
- Oversaw daily tasks to ensure timely and accurate completion
- Authorized to delete installations and work orders due to cancellation or errors
- Assisted in the completion of both DISH Network and Internet trainings
- Advised other representatives during difficult troubleshooting calls

### **Bloom Broadband Call Center Representative**

*Edward Rose and Sons Apartments*

Duration: August 2014-October 2015

Supervisor: Jon Simmons

Duties:

- Provided excellent customers service and technical assistance for residents subscribed to DISH Network services and Bloom Broadband Internet service.
- Communicated clearly and effectively to customers when troubleshooting their services.
- Built maintenance tickets for escalated troubleshooting that can be easily understood and carried out by on-site maintenance staff

- Set up installations for DISH Network and call in service activations to DISH Network representatives
- Communicated effectively with individual leasing offices in regards to their residents and work order completion.

### **Office Assistant**

*Office of Lesbian, Bisexual, Gay and Transgender (LBGT) Student Services  
Western Michigan University*

Duration: 2011-2014 academic years

Supervisor: Jennifer C. Hsu

Duties:

- Completed data entry from feedback surveys on events,
- Made phone calls to schedule panelists for SpeakOUT! Events and reached out to different campus departments to discuss LGBT issues
- Assisted in the development and presentation of workshops as well as coordinate events of various sizes

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## **Teaching Experience**

### **Teaching Assistant**

*Professional Career Development*

Duration: January 2016-April 2016

Supervisor: Douglas Johnson, PhD.

Duties:

- Assisted in exam proctoring
- Provided anecdotal experience to the class on relevant course topics
- Was responsible for the timely and accurate grading of all exams and assignments for 50% of the students enrolled in the course
- Assisted in the facilitation and practice of interview skills while providing constructive feedback to students
- Further developed my own professional skills

### **Coordinating Leader**

*General Psychology*

Duration: May 2014-April 2016

Supervisor: Douglas Johnson, PhD.

Duties:

- Proctored exams and delegate tasks to teach assistants during exam periods
- Held office hours for tutoring students prior to exams by helping them to review previous exams and improve their study techniques
- Attended weekly meetings with instructors and Dr. Johnson to discuss current issues and assigned readings
- Led TA discussion groups as well as grade TA assignments and review their discussion questions prior to the group meeting

**Teaching Assistant**

*General Psychology*

Duration: January 2014-April 2014

Supervisor: Douglas Johnson, PhD.

Duties:

- Assisted the CL in proctoring exams
- Tutored students during office hours
- Participated in grading groups for the short answer section of the exams
- Developed a better understanding of fundamental psychology concepts

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**Research Experience**

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**Research Assistant**

*Research Assistantship*

Duration: January 2015-present

Supervisor: Anna Conard, MA.

Title: *Using Postfeedback Delays to Reduce Racing in Online Learning*

Duties:

- Ran the participants pretest and posttest sessions
- Assist in scheduling participants for both pretest and posttest sessions
- Sent email reminders and answered questions as they arose throughout the individual's participation period
- Attended scheduled recruitments in different classes and posted recruitment signs
- Punctual arrival to all lab hours
- Attend the semester meeting with Anna for feedback and research discussion

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**Leadership Experience**

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***SpeakOUT! Speakers Bureau Program***

Office of LBGT Student Services

Position: Panelist

Duration: September 2012-present

Supervisor: Jennifer C. Hsu

Duties:

- Developed a clear and consistent story about my experiences with the LGBT community
- Communicated my story in public settings consisting of students, faculty and staff
- Developed positive and constructive conversation surrounding topics such as LGBT inclusion and allies
- Assisted in the training of new panelist through panel demonstrations and personal story development

### **Keeper of Ritual**

*Alpha Omicron Pi-Kappa Rho*

Duration: December 2014-April 2015

Advisor: Erika Schreiber

Duties:

- Prepared and organized monthly ritual meetings for a chapter of 100 women
- Held regular educational workshops discussing different aspects of ritual and their daily applications
- Oversaw a ritual committee

### **Senior Standards Representative**

*Alpha Omicron Pi-Kappa Rho*

Duration: December 2014-April 2015

Advisor: Annette Daniels

Duties:

- Advised the Vice President of Standards on policies and bylaws
- Participated in weekly decision making for probations and suspensions related to behavioral and academic issues of members within the chapter
- Provided conflict resolution during Standards meetings

### **Director of Service**

*Panhellenic Council*

Duration: December 2013-December 2014

Advisor: Emily Nancy

Duties:

- Planned and coordinated a service event to support The Invisible Need Project food pantry Western Michigan University involving over 80 Greek volunteers. ...
- Interviewed 40 people for the position of Recruitment Guides to represent the Greek community during Formal Recruitment
- Organized monthly meetings for the Philanthropy Chairs of each National Panhellenic Council (NPC) sorority chapter on campus to provide resources and feedback on their upcoming events.
- Attended weekly council meetings used to communicate upcoming events, expectations, and bylaw changes to all NPC chapters

### **Vice President of Standards**

*Alpha Omicron Pi-Kappa Rho*

Duration: January 2013-January 2014

Advisor: Elizabeth Samelak

Duties:

- Hold weekly Standards Committee meetings and communicate regularly with the committee outside of those meetings
- Uphold international and chapter Bylaws, Standards Handbook, Academic Handbook and Ritual.
- Revise the Standards Handbook and developed a new point system for the chapter

- Oversaw all aspects of recruitment, retention, probation and suspension.
- Communicate professionally with Alpha Omicron Pi International regularly
- Held a Standards workshop once a semester
- Attended weekly council meetings

***Property Manager***

Alpha Omicron Pi-Kappa Rho

Duration: January 2012-January 2013

Advisor: Annette Daniels

Duties:

- Developed a more organized and efficient system for tracking collected and missing leases
- Be educated on all aspects of the lease and be able to communicate clearly with chapter members and parents to answer their questions
- Maintained a housing committee and schedule monthly meetings with them
- Professionally communicated with Alpha Omicron Pi International about housing issues and leases
- Coordinated housing events with the Housing Director
- Attended weekly council meetings

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**Honors and Awards**

Alpha Omicron Pi Undergraduate Interfraternity Institute (UIFI) 2013 Scholarship

Alpha Omicron Pi Convention 2013 Scholarship

Alpha Omicron Pi Leadership Institute 2012 Scholarship

Certificate of Recognition for work in diversity and inclusion-April 2012

Dean's List Spring 2012-Spring 2014

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**Affiliations**

Alpha Omicron Pi International Fraternity

Order of Omega Honor Society

Sigma Alpha Pi Honor Society

Undergraduate Interfraternity Institute (UIFI) graduate