JULIAN MERCER

ACADEMIC ADVISOR

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PROFESSIONAL SUMMARY

Academic Advisor with 7+ years at Arizona State University, advancing from advising assistant to senior advisor. Guides students through degree planning, retention efforts, and policy questions, and uses data to improve persistence for first-year and transfer students.

PROFESSIONAL EXPERIENCE

Senior Academic Advisor Jan 2024 - Present
Arizona State University, Tempe, AZ

- Advise a caseload of 380 undergraduates on degree maps, course sequencing, and graduation checks, with 94% of seniors clearing audits on time.
- Developed an early-alert outreach plan that contacted at-risk students within a week, lifting term-to-term retention from 82% to 87%.
- Train and coach six new advisors on policy, appointment structure, and notes standards, shortening their ramp-up by about a month.
- Present at new-student orientations for about 900 families per year with consistent satisfaction scores above 4.6 out of 5.
- Review petitions, course substitutions, and policy exceptions with department chairs, and decisions now come back to students in an average of three days.

Academic Advisor Jan 2022 - Dec 2023

- Met with 350 students each term to plan schedules and petitions, keeping average appointment wait time under four days.
- Created transfer credit guides for community college students that cut evaluation questions by about 25%.
- Referred students to tutoring, financial aid, and counseling and followed up, helping 70% reach the next term in good standing.
- Hosted degree-planning workshops for undeclared and transfer students, and attendees were 20% more likely to declare a major by their second term.
- Used the advising platform's dashboards to track holds and probation cases, resolving 120 registration holds before each deadline.

Student Success Coordinator Aug 2019 - Dec 2021

- Supported first-year students with success coaching and workshops, and participants earned GPAs about 0.3 higher than peers.
- Managed outreach campaigns by email and text to 1,500 students that increased appointment attendance by 18%.
- Maintained appointment records and reports for the advising director each month with complete, accurate data.
- Organized peer mentor training with 20 mentors who each supported ten first-year students.
- Reported term-by-term outcomes for the program to college leadership, and the data supported renewal of the success coaching funding for two more years.

CORE SKILLS

Academic planning | Student retention | Degree audits | Early alert outreach | Transfer credit evaluation | Appointment advising | Policy interpretation | Student success coaching | Retention analytics | Orientation facilitation | Canvas | Student information systems | Referral coordination | Advisor training

EDUCATION

M.Ed. in Higher and Postsecondary Education, Arizona State University, Tempe, AZ

CERTIFICATIONS

NACADA Member | Mental Health First Aid