JULIAN MERCER

EDUCATION ADMINISTRATOR

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PROFESSIONAL SUMMARY

Education Administrator with 7+ years running academic programs at Boston University and Northeastern University. Manages budgets, enrollment, staffing, and accreditation work so programs grow steadily and students and faculty get dependable support.

PROFESSIONAL EXPERIENCE

Assistant Director of Academic Programs Nov 2022 - Present
Boston University, Boston, MA

- Manage a $2.4 million graduate program budget with faculty and finance partners, and finished each of the last three fiscal years within 2% of plan.
- Grew enrollment from 210 to 275 students through targeted outreach, clearer admissions steps, and new partnerships with local employers and alumni groups.
- Supervise five staff and 30 adjunct instructors, coordinating schedules, teaching evaluations, and onboarding each term so every section opens fully staffed.
- Led the self-study documents and data collection for the program's accreditation review, which the visiting committee approved with no major findings.
- Introduced a student support dashboard for advisors and faculty that cut the time to resolve registration problems from five days to two.
- Reviewed course evaluation data each term and worked with faculty on practical changes that raised average course ratings from 4.1 to 4.4 out of 5.
- Negotiated space and technology purchases with campus partners, saving about $40,000 over two years while upgrading three classrooms for hybrid teaching.

Program Coordinator Jul 2019 - Oct 2022
Northeastern University, Boston, MA

- Coordinated daily operations for a 150-student professional master's program, including class schedules, room bookings, and instructor contracts for each term.
- Tracked a $900,000 program budget and flagged variances to the director every month, which kept spending within plan for three straight years.
- Processed admissions files and orientation logistics for 120 new students each fall, meeting every deadline set by the graduate school.
- Built a shared calendar and checklist system that cut scheduling conflicts by roughly 60% across three programs and saved the team hours each week.
- Collected and reported data on enrollment and completion for the dean's office each semester, with figures that matched the registrar's records.
- Handled student petitions and policy questions with consistent documentation and an average reply time of one working day throughout the year.
- Organized an annual career fair with 35 employers and 400 student attendees, and surveys showed a third of students made a useful contact.

CORE SKILLS

Program administration | Budget management | Enrollment management | Accreditation support | Staff supervision | Academic scheduling | Policy development | Data reporting | Stakeholder communication | Student services | Contract management | Strategic planning | Student information systems

EDUCATION

M.Ed. in Higher Education Administration, Boston College, Chestnut Hill, MA

CERTIFICATIONS

Higher Education Leadership Certificate | Project Management Professional (PMP)