

Valerie L. Mercado

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Successful and results-driven HR professional with developed mastery and experience as a Title IX Coordinator, Clery Compliance Officer, Employee Relations Manager, and Instructor/Trainer. Expertise in Title IX, Title VI, Clery, hazing, sexual harassment and assault, non-discrimination, and harassment issues regarding all protected classes. Recognized as a leader in creating and promoting multi-tiered systems of response and support for students and employees. A seasoned higher education professional, success is driven by a student-centric disposition and by keeping the institution's culture and key initiatives in focus. Excellent interpersonal and knowledge transfer skills with the ability to relate effectively to diverse students, faculty, and staff.

ACADEMIC BACKGROUND

Seton Hill University | Greensburg, PA

Master of Business Administration
Concentration in HR Management/Development

Calow University | Pittsburgh, PA

Bachelor of Science
Major: Business Administration
Minor: Human Resources

PROFESSIONAL EXPERIENCE

Title IX Coordinator/Compliance Officer

January 2020 – Present

The Citadel, The Military College of the South, Charleston, South Carolina

Reporting directly to the Sr. VP of Operations and Administration, responsibilities include coordination and implementation of the College's Title IX, Protection of Minors, and Clery Compliance efforts. Daily duties include the design and implementation of strategic initiatives and education programs aimed at reinforcing the College's commitment to fostering a safe, healthy, and fair environment for all College students and employees. Within the leadership of the College, and in conjunction with shared governance, I provide leadership in the development and implementation of all College training, policies, procedures, and processes for employee engagement and student success.

- Create and facilitate all employee and student-body training and instruction on matters of Title IX, Clery, Protection of Minors, and other federal mandates to meet compliance requirements
- Meet independently and as part of the management teams to assist at-risk students with their academic, emotional, and personal concerns, utilizing campus-wide resources in support of student success
- Act as primary liaison with College leadership, internal/external stakeholders, internal/external law enforcement, and the overall College community related to the establishment of offices, departments, and external support channels for students
- Compliance Coordination, Education, and Investigation – Primary Investigator for student and employee compliance matters involving academic issues, Title IX, VAWA, and Clery
- Acquired, implemented, and currently maintain compliance, training, and case management software
- Using Maxient, assist in the identification, assessment, and intervention of student-based at-risk situations
- Oversee and provide guidance/direction to other campus investigations involving students and employees
- Created the Clery Compliance Committee and serves as Chair

Adjunct Faculty/Evaluator (Remote Position, Part-time & Full-time)
Western Governors University, Salt Lake City, Utah

November 2014 – Present

As a member of WGU's faculty, the Adjunct Faculty/Evaluator is a subject-matter expert and professional contributor within the business and human resources discipline/specialization. This position applies subject matter expertise and experience to assess student competencies through instruction. This role is also responsible for crafting personalized, robust feedback to support accurate scoring of student work and in support of student progress within their program.

- Contribute to the creation and reorganization of the Business Management, Equity in Business, HR Law and Ethics courses as a Subject Matter Expert (SME), providing insight into the working- knowledge a student will need to address and successfully navigate as a professional
- Accurately and consistently score students' submissions for competency related to business ethics, business management, and human resource management courses. Provide robust feedback to students on each scoring event utilizing rubrics and the WGU online teaching model
- Serve as a Subject Matter Expert in the development and maintenance of various student assessments upon request
- Assist with scoring efforts in other areas for which qualified when needed
- Proficient in all technology-based methods of instruction and communication provided by WGU

Title IX Coordinator/Compliance Officer
Indiana University of Pennsylvania, Indiana, PA

December 2012 – December 2017

As the Title IX Coordinator and Compliance Officer, reporting directly to the President of the University, my role included coordination and implementation of the University's Title IX, EEO, Protection of Minors, and Clery Compliance efforts in support of campus safety. Daily duties included the design and implementation of strategic initiatives and education programs for all University students and employees.

- Compliance Coordination, Education, and Investigation – Primary Investigator for student and employee compliance matters involving academic issues, Title IX, VAWA, Clery, and Civil Rights
- Using Symplicity/Advocate Student Management Software, assisted in the identification, assessment, and intervention of student-based at-risk situations
- Oversaw and provided guidance/direction to all other campus investigations involving students
- Chair of the Clery Compliance Committee and participated in various student-centric committees across the university

Human Resources Manager
Hempfield Area School District, Greensburg, PA

August 2008 – December 2012

Responsibilities included effective management and training of all district personnel, administration of benefits plans, and labor relations. I conducted all new-hire orientations, managed performance plans, and administered discipline and counseling. In addition to daily human resources duties, the role also served on the labor relations board and oversaw the administration's role in the bargaining process.

- Personnel management and all aspects of HR management and benefits administration for 700+ employees
- Managed all FMLA, COBRA, and insurance issues/investigations/cases

- Conducted the New Hire Onboarding program and K12 Equity Awareness Program
- Coordinated the verification and tracking of teacher certifications, managing, and reporting of data to the PA Information Management System (PIMS) and other appropriate entities
- Administered all in/out processing for employees and retirement exit meetings
- Managed grievances, labor negotiations, and contract interpretation

Business and HR Manager

January 2004 – August 2008

RK Mellon & Sons, Laughlintown, PA

- Managed pension and benefits administration, business accounting, in/out processing of employees
- Oversaw all HR and employee benefits and management correspondence
- Conducted workplace investigations related to non-compliance
- Facilitated all employee training for all RK Mellon employees on diversity, inclusion, and company policy

Combat Bridge Engineer/Operations Sergeant

March 1999 – February 2007

U.S. Army, Hanau, Germany | Pittsburgh, PA

- Managed the construction of ribbon (water) bridges and rafts for the safe crossing of personnel and equipment
- Managed the HR Operations Division for 225 enlisted and officer personnel
- Directed a staff of 15 to ensure the accomplishment of all required HR functions
- Implemented new HR guidelines, procedures, and BN compliance training
- Integrated military regulations and policy procedures to accomplish missions with efficiency

CERTIFICATIONS

- Title IX Coordinator: D. Stafford and Associates
- Title IX and Civil Rights Investigator: D. Stafford and Associates
- Clery Act Compliance: The Clery Center
- Employment Compliance: SUNY SCI
- Title IX Compliance: SUNY SCI

PRESENTATIONS & TRAININGS

- Unconscious Bias: Contributor and Presenter
- Dignity and Civility in the Workplace: Presenter via EVERFI
- Power and Inequality: Presenter via EVERFI
- Leading for Equity, Diversity, and Inclusion in Higher Education: Presenter
- Harassment in the Workplace (Faculty/Staff Module): Author and Presenter
- Title IX and Understanding Consent (Student Module): Author and Presenter
- Getting Ahead of the Curve with Diversity, Inclusion, and Equity: Presenter
- Protection of Minors: Author and Presenter