



**Curriculum Vita  
August 2025**

**Instructor:** Shanna Jonescu

**Academic Department:** College of Innovation and Design

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**East Texas A&M University Addresses:**

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**College of Innovation and Design Office Phone:** 214.954.3615 & 903.886.5878

<b>EDUCATION</b>
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Master of Science in Educational Administration

Specialization in Student Affairs Administration in Higher Education

Texas A&M University, 2017

Bachelor of Arts in English

University of San Diego, 2015

<b>PROFESSIONAL EXPERIENCE</b>
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**Customer Success Manager**

*2022–Present*

Guide large-scale clients in aligning digital tools with business goals. Lead strategic planning, deliver executive briefings, and coach teams on implementing impactful communication and training strategies

**Project Manager**

*2021–2023*

Managed multimedia projects and developed strategic messaging for enterprise clients.

Helped translate organizational goals into effective communication and training solutions. Worked cross-functionally to support engagement, internal leadership, and innovation efforts.

**Senior Career Coach**

*Texas A&M University–Commerce* | 2018–2021

Led career development programming for two academic colleges, serving ~10,000 students and alumni. Delivered workshops and coaching on career planning, leadership, and professional communication. Acted as a key liaison between students, faculty, and industry leaders to bridge academic learning and real-world application.

**Assistant Director, Center for Civic Leadership**

*Rice University* | 2017–2018

Co-taught a for-credit leadership course exploring identity, social change, and civic engagement. Supervised a federal work-study tutoring program with ~50 student employees. Advised student service organizations and designed programming to support students' personal, professional, and co-curricular development.