

APRIL ROLAND

Chandler, Arizona

480-363-5763

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SUMMARY

Strategic Higher Education Leader with more than 11 years of progressive experience in Human Resources, Administration, and organizational leadership. Accomplished in driving institutional transformation by partnering with senior leadership to advance equity, efficiency, and organizational effectiveness across complex campus systems. Expertise includes compensation analysis, workforce planning, and the strategic design of staff development programs that strengthen engagement and retention. Recognized for streamlining cross-functional operations, leveraging data-driven insights to inform high-level decision-making, and ensuring equitable policy implementation. Proficient in enterprise HR/ERP systems (HCM, PeopleSoft, FMS, CLM, SharePoint) and known for building strong cross-campus collaborations to align people, policies, and practices with institutional goals.

PROFESSIONAL EXPERIENCE

Mesa Community College

Mesa, AZ

Administrative Specialist Senior - Enrollment Services (Full Time)

07/2025 - present

- Returned to Mesa Community College following district reassignment; resumed supporting the Dean of Enrollment Services and leadership across Financial Aid, Admissions, Advisement, and Cashiering.
- Manage complex scheduling, procurement, and event coordination.
- Trained managers and new staff on HR systems including FMS and HCM, to enhance user proficiency and reduce administrative errors.
- Track departmental budgets and timecards in collaboration with HR and finance teams.
- Coordinate weekly engagement huddles and team morale initiatives.

Maricopa County Community College District

Tempe, AZ

Co-President of Staff Representation (2 year Reassignment, Full Time)

07/2023 – 06/2025

- Collaborated with the Director of Compensation and HR leaders to evaluate staff wages, service awards, and equity measures, to ensure fair and consistent compensation practices across the district.
- Served on key districtwide committees including the Advisory Budget, Compensation Advisory, and Shared Governance Executive Committees, to influence financial and policy decisions that impact 10 colleges.
- Visited all 10 campuses to meet with HR Directors, VPs, and staff reps, to strengthen collaboration and surface campus-specific challenges.
- Facilitated and presented at monthly Governing Board meetings, to ensure staff voices were represented in leadership conversations.
- Chaired SOPAC working group and led efforts to standardize HR procedures across colleges, to promote consistent staff treatment and operations.
- Led Senate, Joint Council, and Combined Council meetings, to address employee concerns and advocate for policy revisions in real time.

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Mesa Community College

Mesa, AZ

Administrative Specialist Senior - Enrollment Services (Full Time)

05/2018 - 07/2023

- Managed hiring, procurement, and calendar coordination for the Dean of Enrollment and cross-functional teams, to support smooth operation of Financial Aid, Admissions, and Advisement offices.
- Tracked timecards and budgets in collaboration with HR and finance, to ensure accurate payroll and effective resource allocation.
- Trained managers and new staff on HR systems including FMS and HCM, to enhance user proficiency and reduce administrative errors.
- Created and maintained internal reports using QLess, SmartView, and Qualtrics, to support data-driven planning and service improvements.
- Led weekly team huddles and organized departmental events, to increase employee engagement and cross-team communication.

South Mountain Community College

Phoenix, AZ

Administrative Specialist Senior - Vice President of Learning (Short-Term, Full Time)

01/2018 - 05/2018

- Managed scheduling, communications, and evaluations for the Interim Vice President of Learning, to ensure smooth coordination of academic operations.
- Designed and distributed weekly faculty updates via MailChimp, to improve communication and transparency between leadership and faculty.
- Organized large-scale faculty events and tracked confidential academic records, to maintain FERPA compliance and boost operational efficiency.

Maricopa Community College

Mesa, AZ

Executive Assistant - Associate Vice Chancellor of HR (Short-Term, Full Time).

05/2016 - 12/2017

- Supported HR leadership with calendar, travel, and event coordination, to maintain seamless executive operations and timely communication.
- Created contracts, coordinated interviews, and processed procurement requests using CLM, to streamline hiring and vendor management.
- Trained new staff on HR platforms like FMS and HCM, to promote system fluency and minimize onboarding gaps.
- Maintained FERPA-compliant student records and managed appeals, to support academic and financial policy adherence.

Maricopa County Community College District

Tempe, AZ

Executive Assistant - Associate Vice Chancellor of HR (Short-Term, Full Time).

01/2016 - 03/2016

- Managed calendars, correspondence, and logistics for seven HR managers and the Associate Vice Chancellor, to keep departmental operations aligned.
- Coordinated high-level meetings and Presidential Roundtable events, to support strategic planning and interdepartmental collaboration.
- Tracked budgets and prepared expenditure reports, to maintain financial accuracy and support audit readiness.

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Maricopa County Community College District

Tempe, AZ

Project Manager/Executive Assistant - Vice Chancellor of IT (Full Time)

03/2014 - 10/2015

- Provided executive support to IT leadership overseeing 100+ staff, to manage department operations and streamline HR workflows.
- Partnered with HR on hiring, onboarding, and exit procedures, to ensure policy compliance and smooth transitions.
- Facilitated national executive searches with recruiters, to attract and hire top IT talent.
- Produced detailed budget reports and scheduled departmental meetings, to support informed financial planning and coordination.
- Delivered internal training for FMS and HCM, to increase process efficiency and reduce knowledge gaps.

Rent-A-Center National Product Service

Tempe, AZ

Office Coordinator/Supervisor (Full Time)

04/2005 - 03/2014

- Supervised front office and warehouse teams across 68+ stores, to maintain daily service operations and staffing logistics.
- Managed payroll, benefits enrollment, and scheduling, to ensure workforce compliance and timely pay.
- Improved inventory systems by implementing barcode scanning, to enhance product tracking and reduce errors.
- Oversaw vendor relations and facilitated quarterly audits, to uphold operational quality and budget alignment.

EDUCATION

Northern Arizona University -- Masters in Educational Leadership (*In Progress*)

Arizona Christian University -- Bachelors of Science, Administrative Management

Chandler-Gilbert Community College -- Associate of Science, General Studies

SKILLS AND SOFTWARE

Microsoft Office, Adobe Suite, QuickBooks, MS Visio, Google Calendar, Google Suite, SharePoint, PeopleSoft, HCM, FMS, CLM, QLess, Qualtrics, Blackboard Smartview, Dynamic Forms, Cisco Unified Intelligence

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References

Jason Reiche from Maricopa County Community College District - Colleague

Co-President of Staff Representation | jason.reiche@domail.maricopa.edu | 602-421-5730

Almetra Walker Phoenix College - Colleague

Interim HR Director | almetra.walker@phoenixcollege.edu | 602-312-9273

Eddie Genna Maricopa County Community College District - Colleague

Senior Vice Chancellor | eddie.genna@domail.maricopa.edu | 602-790-1332