

Heather A. Cruz

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Summary

Dynamic leader with 20+ years of experience in higher education in the areas of counseling, program development and assessment, management, compliance, and strategic planning. Client-centered, committed to fostering an environment supportive of diversity, inclusion, and engagement. Team-centric, adept at collaborating successfully with key stakeholders at the organizational, community, and national levels to provide high quality services and programs that advance educational outcomes. Technology savvy, able to take advantage of a variety of resources and data analytics to maximize efficiencies of operation.

Consulting Experience:

Buffalo Public Schools, Community Education (January 2021- June 2022)

Lecturer

Niagara County Office of Mental Health (June 2021- January 2023)

Planning Coordinator

Grant Reviewer, Health and Human Services (September, 2021)

Projects of National Significance: Community Collaborations for Employment Program

PCG Consulting (January, 2021- July, 2021)

Community Support Specialist

Grant Reviewer (December 2018)

21st Century, Community Learning Centers

Higher Education Experience:

Vice Dean, Chief of Staff

University at Buffalo, School of Social Work (April 2023- present)

Monroe Community College (April 2019- October, 2020)

Associate Vice President, Student Services, Downtown Campus

Erie Community College (February 2014- April 2019)

Dean of Students, South Campus

Erie Community College (June 2009- 2014)

Department Chair- Counseling, City Campus

Erie Community College (October 2002-2014)

Admissions Counselor, City Campus

Erie Community College (October 2001-2002)
Student Access Counselor, South Campus

Erie Community College (April 2000- October 2001)
Career Exploration Internship Program Counselor, City Campus

Education

Canisius College

- Master of Science in Education
- Concentration: School Counseling
- New York State Permanent Certification in School Counseling