

DR. RAFAEL CLASS II

Student Success & Enrollment Executive | Institutional Transformation Architect | DEI & Systems Strategy Leader
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EXECUTIVE SUMMARY

Visionary Higher Education Executive and Architect of Institutional Effectiveness with a proven trajectory of transforming student success, enrollment management, and retention ecosystems. Equity-centered systems champion orchestrating cross-functional performance integration to drive measurable improvements in persistence, graduation rates, and belonging-driven performance. Multidisciplinary strategist integrating advanced credentials in higher education administration, strategic leadership, real estate capital planning, and NCAA compliance to deliver holistic institutional transformation. Master Black Belt in Lean Six Sigma optimizing operational excellence and scaling accountability systems. Viewpoint-fluent cultural systems architect uniquely equipped with lived experience as a Puerto Rican, Taíno-origin, first-generation scholar and formerly incarcerated graduate to design authentic belonging frameworks that accelerate student success, secure grant funding, and close achievement gaps across diverse populations.

CORE COMPETENCIES

- Strategic Enrollment Management
- Retention, Persistence & Graduation Scaling
- First-Generation Student Success
- Institutional Effectiveness & Academic Innovation
- Restorative Justice & Campus Climate
- Lean Process Optimization (Six Sigma)
- Faculty & Staff Supervision (25+ personnel)
- DEI & Authentic Belonging Strategy
- Cultural Systems Integration & Viewpoint Fluency
- Curriculum Design & Academic Leadership
- Cross-Functional & Matrix Leadership
- CRM Systems (Salesforce, Slate) & Data Analytics
- Grant Writing & Research Administration (\$250K+)
- Capital Planning & Educational Real Estate
- Supply Chain & Operational Logistics
- Empathetic Communicator

INSTITUTIONAL IMPACT HIGHLIGHTS

- **Grant-Funded Systems Transformation:** Secured \$250,000 in grant funding as Principal Investigator by aligning diverse institutional partners to implementation-ready operating plans based on the Cultural Synergy Framework™.
- **Enrollment Process Optimization:** Accelerated application completion rates by 27% at a large national university by applying Lean Six Sigma methodologies to enrollment workflows and CRM systems.
- **Academic Retention Turnaround:** Elevated student retention by 18% within a complex academic environment through the targeted introduction of cross-functional mentorship systems and staff development protocols.
- **Campus Climate Enhancement:** Drove a 22% improvement in campus climate satisfaction scores at a historic Minority-Serving Institution (MSI) by integrating inclusive design and Viewpoint Fluency™ into academic programming.
- **Crisis Reduction & Community Building:** Significantly reduced disciplinary incidents and resolved community conflicts by architecting and deploying restorative justice frameworks across academic operations.

EXECUTIVE LEADERSHIP & PROFESSIONAL EXPERIENCE

PEPSICO | New York, NY

Operations & Strategy Leader (RSR) | Jan 2025 – March 2026

- Executes complex route logistics and supply chain operations for a Fortune 50 global enterprise, optimizing resource allocation to maximize operational efficiency and revenue generation.
- Leverages data-driven insights and Lean Six Sigma principles to identify market growth opportunities, streamlining inventory management systems and eliminating operational redundancies.
- Aligns cross-functional supply chain metrics with overarching corporate strategy, ensuring high-level service delivery and consistent compliance with organizational standards.

MORRIS BROWN COLLEGE | Atlanta, GA (Remote/Hybrid)

Adjunct Professor of Organizational Management & Leadership | Jan 2021 – Jun 2025

- Architected and delivered rigorous undergraduate curricula in Global Economics, Business Ethics, and Organizational Leadership, aligning academic frameworks with institutional effectiveness goals.
- Spearheaded targeted student success interventions and comprehensive success planning for 50+ at-risk learners, driving a 15% increase in first-year retention.
- Integrated Viewpoint Fluency™ and inclusive design principles into academic programming, catalyzing a 22% improvement in campus climate satisfaction scores.

- Facilitated advanced student mastery in complex subjects by bridging theoretical academic frameworks with real-world application, elevating overall academic achievement and career readiness.

NATIONAL UNIVERSITY | San Diego, CA (Remote)

Enrollment Advisor & Recruitment Specialist | Nov 2023 – Sep 2024

- Executed data-driven strategic enrollment initiatives utilizing Lean Six Sigma methodologies, accelerating application completion rates by 27% across diverse applicant pools.
- Administered 150+ prospective student lifecycles leveraging Salesforce and Slate CRM ecosystems, optimizing conversion funnels and streamlining enrollment workflows.
- Diagnosed and dismantled systemic attrition risks for first-generation and underrepresented populations, advancing institutional diversity targets and equity-centered enrollment goals.
- Advised prospective students on degree pathways and financial strategies, directly contributing to institutional revenue generation and sustainable enrollment scaling.

TURNER JOB CORPS | Albany, GA

Academic Supervisor | Jun 2022 – Oct 2023

- Directed cross-functional academic operations and supervised a team of 25+ faculty members, establishing rigorous accountability routines and inclusive pedagogical standards.
- Engineered a comprehensive mentorship and professional development infrastructure, elevating institutional retention metrics by 18% over a 16-month period.
- Pioneered restorative justice frameworks to navigate community conflicts, significantly reducing disciplinary infractions and fostering a culture of authentic belonging.
- Led data-driven performance reviews for faculty, utilizing institutional research to align classroom practices with organizational achievement goals.

EDUCATION & CREDENTIALS

- **Ed.D., Higher Education Administration** – Liberty University (2025)
- **MSRE, Real Estate** – Fordham University (2025)
- **MLS, Higher Education & NCAA Compliance** – Drexel University (In Progress, 2026)
- **MBA, Strategic Leadership** – University of the Southwest (2021)
- **B.S., Organizational Management** – Alliance University (2018)

Certifications:

- Lean Six Sigma Master Black Belt – Management & Strategy Institute
- Change Management Specialist – Management & Strategy Institute
- Leader of DEI in Higher Education – University of Michigan
- Organizational Leader of DEI – Rice University
- Licensed Human Rights Specialist – US Institute of Diplomacy and Human Rights

RESEARCH, SCHOLARSHIP & THOUGHT LEADERSHIP

Principal Investigator & Founder

- **The Cultural Synergy Framework™:** Developed a proprietary, data-driven approach designed to diagnose systemic barriers and operationalize equity within higher education institutions.
- **Impact Outcome:** Secured \$250,000 in grant funding by aligning diverse institutional partners and stakeholders to implementation-ready, culturally resonant operating plans.

Published Books (2025)

- *Reconstructing Student Affairs with the Cultural Synergy Framework*
- *The Achievement Ecosystem: A Leader's Guide to Cultural Synergy in Education Real Estate*
- *The Cultural Synergy Advantage: Transforming Perspective into Success*