**SKILLS**

* Department & Operations Management
* Admissions/Recruitment
* Employee Training/Development
* CRM Applications
* MS Office Suite (Word, Excel, PowerPoint)
* Social Media Utilization/Zoom
* Compliance Training
* International & Military Liaison
* Effective Communication
* Business Networks
* People Soft
* Salesforce

**PROFESSIONAL SUMMARY**

Effective and initiative-taking admissions professional with 10+ years of experience in Graduate and International admissions, recruitment, customer service by interpersonal communication skills with students and interdepartmental relationships. Strong leadership experience working with internal and external departments to achieve enrollment targets. Experience in coaching admissions team to provide high-quality student customer service to achieve new student population while retaining current students. Possess strong knowledge and skills using business networks, CRM applications, social media, and operations while working in a diverse environment. Interdepartmental collaborator to support campus needs with effective oral, written, and online communication skills.

**WORK EXPERIENCE**

**Platt College, Alhambra, CA December 2021 - Present**

*Executive Enrollment Counselor, Core and Specialty programs*

* Recruit international and domestic students for specialty programs in a demanding environment.
* Led the new lead policy procedure for the admissions department to support program enrollment growth.
* Achieved and exceeded referral enrollment goals by providing excellent customer service and community outreach.
* Accurately forecasted and projected new students on an academic term basis.
* Participated in recruitment and student activities including open houses, regional presentations, training sessions, orientation programs, international student welcome and career days.

**Northwest College, Long Beach, CA June 2020 – December 2021**

*Master Healthcare Career Admissions Representative (Remote)*

* Recognized as the Top 5 Admissions Representative within the first six months of employment out of 10 campuses.
* Oversaw enrollment process and documentation needed to complete inquiry tracking, Financial Aid packaging appointment, and the academic file.
* Communicate effectively when working with prospective, future, and current students while maintaining compliance and federal regulations.
* Effectively contact prospective students by telephone, email, or text message to schedule appointments for interviews via Velocify, Zoom or Face to Face.

**Ottawa University, Surprise, AZ August 2019 - March 2020**

*Residential Campus Admissions (Remote)*

* Achieved new student enrollment goals through self-generated prospective inquiries throughout the state of California.
* Utilized Salesforce and PeopleSoft to track student outcomes and data.
* Encouraged 1,000+ prospective students to help them understand steps for the financial aid process from start to completion, online tool utilization, and referrals to departments.
* Developed a business and process guide to strategize effective outreach with limited guidance.

**Argosy University, Los Angeles, CA      January 2011 - March 2019**

*Associate Director of Enrollment Management*

* Partnered with Senior Director of Admissions to lead a team of up to 10 admission representatives.
* Effectively coached, motivated staff to achieve new student target goals for the campus.
* Managed new student registration (resident, non-resident, international) and acceptance processes and procedures, i.e., application, the collection of necessary enrollment documents, transcripts and evaluations, financial services, student services, academics, and new student orientation.
* Utilized expertise in customer service and program knowledge to communicate and recruit students into appropriate degree programs throughout the colleges of Arts and Sciences, Education, Graduate School of Business and Management, Health and Sciences, and Counseling, Psychology, and Social Sciences.
* Collaborated with administrative leaders of financial aid, student services, and academics in addition to, met with program chairs to evaluate and assess students economic and educational needs to comply with the program, institutional, and federal regulatory guidelines.
* Established student engagement by partnering with students to create academic success plans; consulted with students on time management skills, analytical skills, and organizational skills, and how to utilize student support services.
* Educated 1,161 new undergraduate and 624 graduate students how to use the e-learning management platform; trained them to navigate and use the online classroom, student online library, academic resources, tutoring services, career support resources, and the use of Office 365 Exchange Online for email, SharePoint, Lync, and Microsoft Office Web Apps.

**Los Angeles Times (Tribune Company), Los Angeles, CA July 2004 – December 2010**

*Verification Administrator, Sales-Marketing Department*

* Promoted to Verification Administrator after a brief period in sales department.
* Provided customer service to verify authenticity of orders with new and existing subscribers.
* Managed outbound telemarketing and cold calling within existing customer databases.
* Researched, identified, and resolved unpaid subscriber accounts through collection efforts on accounts
* Ensured marketing and advertising revenues were positive and internal audits complied.
* Analyzed monthly departmental financial reports to identify issues and recommend cost savings.
* Developed regular reports to identify subscriber data reporting processes and make recommendations for corrective action.
* Demonstrated leadership attributes while working with all levels of management and cross-functional teams on special projects by providing excellent communication and interpersonal skills.

**EDUCATION**

**Argosy University, Los Angeles, CA**

Master’s Business Administration (MBA); Concentration: Healthcare Administration

**California State University - Dominguez Hills, Carson, CA**

Bachelor of Science (BS), Business Administration, Concentration in Marketing