

ADMISSIONS EXECUTIVE

Professional Summary

Highly motivated, creative professional with strong leadership and relationship-building skills. Experienced in applying principles of sociology to personnel handling, administration, education, management and marketing problems.

Core Qualifications

- Microsoft Office
- Training and development
- Marketing and sales specialist
- Group behavior and dynamics
- Charismatic public speaker
- Community resources specialist
- Motivated team player
- Natural leader
- Organized and efficient

Experience

Admissions Executive

August 2015 to Current Company Name - City , State

- Evaluated program performance against expectations.
- Maintained compliance with company and legal requirements.
- Reviewed program needs and recruited qualified staff.
- Inspired students to translate their academic interests into the real world by taking positive actions.
- Counseled undergraduates in regard to educational and professional goals.
- Communicated with the registrar's office to review and process requests for requirements waivers.
- Organized recruitment and admission events for prospective students.
- Served as an Academic Adviser for undergraduate students each year.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Trained staff on how to improve customer interactions.

Customer Service Specialist

December 2004 to August 2015 Company Name - City , State

- Developed, implemented and monitored programs to maximize customer satisfaction.
- Resolved customer questions, issues and complaints..
- Conducted weekly, monthly, and quarterly team meetings discussing company goals, productivity, and team building.
- Developed rapport with the customer base by handling difficult issues with professionalism.
- Addressed committee meetings and brought procedural ideas to steering committees promoting nutrition, physical and mental assessment programs
- Provided Behavioral Based Safety and Education by promoting training and certification for all employees.
- Generated and distributed daily reports and order acknowledgments to appropriate personnel.
- Organized placement tests for applicants.
- Entered data into Excel spreadsheets tracking individual health assessments for any discrepancies.

Community Outreach Coordinator Intern

January 2015 to April 2015 Company Name - City , State

- Responsible for the coordination of community events to individuals and families promoting healthy environments and lifestyle changes to enhance emotional, physical, and functional growth.
- Led presentations aimed at developing comprehensive programs to meet community employment, housing, transportation, medical and crime prevention needs.
- Met with clients one-on-one to determine necessary services and make appropriate treatment recommendations
- Edited and prepared program manuals for instructors and clients.
- Attended conferences, seminars, and training sessions on community, health, or education related issues.
- Assisted the Director in event planning and fundraising.
- Referred families to food banks, financial assistance programs, employment and training support and health and immigration services.

Child Advocate for Foster Children

October 2013 to July 2014 Company Name - City , State

- Establish a relationship with the child to better understand the child's needs and desires
- Develop a relationship with the court dependent child by meeting with him/her on a weekly basis.
- Provide a positive role model for the child while teaching him/her self-confidence, trust, and other developmental behaviors.
- Support the child throughout court proceedings and explain the court proceedings to the child
- Review available records regarding the child's family history, school behavior, medical or mental health history, etc.
- Identify and explore potential resources that will facilitate family preservation, early family reunification, or alternative permanency planning.

- Interview all parties involved with the child regarding the child's circumstances and needs.
- Communicate the child's needs to the court in written reports and recommendation.
- Ensure that the court-approved plans for the child are being implemented.
- Investigate the interest of the child in judicial or administrative proceedings outside of juvenile court.
- Communicate and coordinate efforts with the child's social worker, probation officer, and attorney

Education

Bachelor of Science : Sociology , 2014 University of West Georgia - City , State

Minor in Psychology

Member of UWG Social Science Newspaper "Sociological Collective"

Member of Psychology Club

Member of Sports Management Committee

Associate of Arts : Technical Communications , 2012 West Central Technical College - City , State

Deans List

Presidents List

Skills

Client Relations Creative Problem Solving Customer Service

Academic Advisement Team Leader Effective Communicator

Project Management Relationship Builder Professional Attitude Marketing Multi-Task Management