

ROBERT SMITH

Admissions Manager - College

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Customer-driven, quality-focused professional with sales and management experience. Demonstrated record in sales, recruiting, training and managing sales teams, and customer focused service. Skilled at identifying and satisfying customer needs. High level of personal and professional integrity.

EXPERIENCE

Admissions Manager - College

Rasmussen College - 2009 - PRESENT

- Assist director of admissions in communicating weekly and quarterly goals to the rest of the team through various trackers and dashboards. Create action plans with the director of admissions to ensure the team exceeds quarterly goals utilizing trend analysis and forecasting tools. Create productivity benchmarks for each member of the team to ensure consistent production on a daily basis.
- Team lead for retention initiative for first quarter students has led admissions team to exceeding goal for q1 student retention since becoming a leader.
- Help develop and maintain relationships with various businesses in the community; provide information on the college and how a partnership could benefit employees of the business.
- Responsible for the organization and execution of the campus new student orientation on a quarterly basis.
- Respond to phone and web generated inquiries by prospective students and provide answers to questions regarding the college, programs and admissions process.
- Interview prospective students, assessing needs and determining proper degree program placement if qualified through extensive programmatic knowledge.
- Facilitate enrollment process for students, partner with student services for retention initiatives.

General Manager

Gap Inc - 2006 - 2009

- Recruited, trained, developed and supervised work center managers and assistant managers; created learning and development plans customized to individuals needs, provided ongoing mentoring and performance evaluation feedback.
- Designed recruiting strategies to ensure quarterly recruiting goals were met. Maintained staff of 30 to 50 employees focusing on their individual development needs and goals.
- Regularly led group presentations with both store team and district

team.

- Prepared presentations utilizing powerpoint, excel and word programs.
- Increased total store earnings by 12% over the previous year by maximizing top line sales and minimizing controllable expenses.
- Leveraged controllable expenses accordingly based on top line sales.
- Increased employee opinion survey scores by 31%. Responsible for over 25 career promotions.

EDUCATION

- Bachelors Degree in Speech Communications And Theater Arts - 2000(Monmouth College - Monmouth, IL)

SKILLS

Salesforce, Microsoft Office, Mattersight, Behavioral Analytics, Management, Recruiting, Admissions, Customer Relationship Management, Relationship Management, Google Docs, Excel