

Objective

A meticulous and experienced manager, who undertakes complex assignments, meets tight deadlines and delivers superior performance. Possesses practical knowledge of the call center/telemarketing/sales industry. Responsible team player that leads by example and can motivate colleagues through coaching and encouragement in order to achieve common goals.

Skills

Microsoft Office, Written Communication, Editing, Relationship Management, Social Media Management, Public Relations, Press Releases.

Work Experience

Associate Director Of Admissions I

ABC Corporation - 2005 – 2013

- Managed, coached, mentored and trained several teams of Admissions Advisors.
- Generated metrics (KPIs) to analyze and improve individual and team production.
- Partnered with upper-level and executive management and other departments to improve processes and share best practices.
- Managed day-to-day operations of the team and drove performance to positively impact enrollments.
- Produced and maintained professional development plans for each member, closely monitored with consistent and committed feedback.
- Implemented and monitored student follow-up procedures and daily strategies, by ensuring Advisor communication were accurate with proper expectations, in order to exceed cycle targets and sales/enrollment quotas.
- Maintained, adhered and complied with all appropriate corporate policies, federal regulations and followed all Standard Operating Procedures, through real-time feedback.

Associate Director Of Admissions

Delta Corporation - 2004 – 2007

- Led potential students through admissions process and then assumed a supportive role through graduation.
- Participated in local events to promote the school.
- Co-managed team of admissions representatives.
- Planning of Open House events.
- Responsible for all aspects of recruiting and enrolling students, including setting appointments, conducting interviews, and advising students to.
- Additional responsibilities include reporting personal and team goals to management staff and conducting Open Houses, Group Tours and various.
- Enrolled an average of 8 to 12 students in the Design, Media, Fashion and Culinary Arts programs.

Education

Bachelor of Arts in Management Information Systems - (Florida Atlantic University - Boca Raton, FL)