Lead Enrollment Counselor

ROBERT SMITH

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Objective

Service oriented professional with over 7 years of experience in recruitment. World-class customer service with in depth knowledge of sales, admissions, recruitment, and higher education.

Skills

Microsoft Office.

Work Experience

Lead Enrollment Counselor

ABC Corporation - February 2007 – May 2009

- Recruited students for graduate and undergraduate programs by calling on prospective students, disseminating University course information and enrolling students.
- Ensured new students were oriented to University policies and services prior to enrollment.
- Conducted student appointments to disseminate course and program information to new or potential students.
- Advising students or potential students with respect to admissions, degree options, requirements and progress, and providing information on university policies, practices, and rules, requiring the use of judgment and discretion on a periodic basis.
- Verified enrollment status and ensured students were eligible for admission.
- Monitoring attendance, academic, and enrollment process to ensure that students complied with University policies and procedures.
- Participated in the preparation of the initial calendaring for students, ensuring that students are being correctly placed in courses that meet their academic goals.

Enrollment Counselor

ABC Corporation - 2003 – 2007

- Acted as a personal coach/counselor/advisor to help students qualify for admissions, select a degree, complete the enrollment process and make a smooth transition into the classroom.
- Data entry and filing, including extensive use of Microsoft Word and Excel.
- Developed academic plans for degree or certificate completion, following standardized university guidelines and procedures.
- Responsible for advising undergraduate and graduate students regarding admissions and degree completion requirements.
- Provided students across the country with the highest level of one-on-one customer service and administrative support.
- Worked as part of a graduation team with other team members to ensure your students success.
- Evaluated and resolved student inquiries, issues, and problems..

Education

Masters of Business Administration in Business Administration/ Human Resources Management - March 2007(University of Phoenix)

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