



# HARPER LEWIS

Enrollment Supervisor

support@qwikresume.com  
(123) 456 7899  
Los Angeles  
www.qwikresume.com

## PROFESSIONAL SUMMARY

Accomplished Enrollment Supervisor with over ten years of proven expertise in enhancing enrollment strategies, leading diverse teams, and improving operational efficiency. Demonstrated success in implementing innovative training programs that elevate client satisfaction and drive team performance. Committed to fostering a results-oriented environment that aligns with organizational objectives.

## WORK EXPERIENCE

**Enrollment Supervisor** Mar / 2018-Ongoing  
Maple Leaf Consulting Toronto, ON

- Managed performance and professional development of the enrollment team through data analysis, coaching, and meeting departmental expectations, achieving consistent performance at 110-120% of targets.
- Identified external trends and obstacles, implementing strategic measures to meet enrollment goals.
- Conducted interviews and trained new employees, ensuring a smooth onboarding process.
- Effectively managed change processes and coordinated training on new products at the team and departmental levels.
- Facilitate training sessions for staff on enrollment procedures and best practices.
- Launched an annual awards ceremony to recognize outstanding team contributions.
- Collaborated with cross-functional teams to evaluate and improve processes and customer experience.

**Enrollment Supervisor** Mar / 2015-Mar / 2018  
Silver Lake Enterprises Seattle, WA

- Currently manage a staff of 21, including Analysts and Billing Specialists, ensuring effective policy implementation and compliance.
- Supervised a team of 10, preparing monthly scorecards and handling payroll to maintain operational efficiency.
- Managed escalation calls and organized staff meetings to address concerns and improve service delivery.
- Mentored a team of twenty agents, promoting healthcare policies and procedures in alignment with company standards.

## EDUCATION

**Bachelor of Science in Business Administration** Mar / 2012 - Mar / 2015  
University of Michigan Toronto, ON

Focused on management and organizational behavior, enhancing skills in team leadership and operational efficiency.

## SKILLS



## INTERESTS

- Podcasts Language Learning  
Dancing Cycling

## STRENGTHS

- Intuition Leadership  
Listening Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Achieved a 15% increase in enrollment rates through targeted outreach initiatives and process optimization.
- Reduced onboarding time for new hires by 30% through the introduction of a streamlined training program.