

SUMMARY

Objective: To obtain a position that will utilize listening and communication skills while providing counseling support and excellent customer service.

HIGHLIGHTS

Microsoft Office proficiency
Strong interpersonal skills
Excel spreadsheets

Dedicated team player
Time management
Strong Problems solver

Colleague/Elucidian
CRM Recruiter
Proactive Leader

EDUCATION

Governors State University

Master of Arts in Communication and Training
Certificate in Online Teaching

Anticipated December 2017
Anticipated December 2017

Governors State University

Bachelor of Arts in Interdisciplinary Studies
Minor in Psychology and Criminal Justice

May 2015
May 2015

EXPERIENCE

Governors State University, University Park, IL

Interim Admission Counselor (Admission Office)

February 2017 to Current

Key function: Provide program information and educational guidance through the process of recruiting prospective students to Governors State University.

- Counsel prospective students and parents about degree requirements and options.
- Assist prospective students and applicant students through the admission process.
- Run admissions communication management process to ensure acknowledgement letters and admission decision letters are mailed in a timely fashion.

Admission Office Manager (Admission Office)

July 2013 to Current

Key function: Support the Assistant Vice President for Enrollment Services & Director of Admissions with meeting deadlines, fielding student visits and inquiries, managing the day-to-day- operations within the department.

- Supervise staff of three student workers to maintain quality service.
- Train newly hired student workers with the process of assisting students and prospective students, and mailing admission materials.
- Assist prospective students and applicant students through the admission process.
- Complete requisition, purchase orders, direct pays, and order supplies.
- Run admissions communication management process to ensure acknowledgement letters and admission decision letters are printed and mailed in a timely fashion.
- Execute email batches sent to prospective students.
- Assist students with the admissions process over the phone and in-person and schedule follow-up appointments as needed.
- Respond to email inquiries and prompts.
- Call prospective students who have created a profile.

Admission Staff Clerk (Admission Office)

August 2010 to July 2013

Key function: Maintains Admission database by entering new and updated student and account information.

- Supervisor of student workers, train new employees, order supplies, and submit purchase orders and requisitions.
- Validate ID's, give directions, and direct visitors to events on campus

Admission Clerk (Admission Processing Office)

November 2007 to July 2010

Key function: Responsible for performing clerical and administrative duties in an office setting. Assists Registrar and executive assistants by sorting mail, filing, answering phones, and greeting guests.

- Prepared and processed Scan admission documents into the computer so that all departments are able to be view and make final decisions on an applicant's file.
- Assist with customer service, train new employees, and file admission documents.

ACCOMPLISHMENTS

Member of Phi Theta Kappa Honor Society

Member Lambda Pi Eta Honor Society