
Brandy Lynn Posthuma

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TARGET ROLE: STUDENT ADVISOR

Graduate of Master of Science in Human Dynamic and Bachelor of Science in Management degrees. Skilled in Salesforce and Microsoft Office suite. Highly motivated to secure a progressive and challenging position using knowledge in student advisement and career relevant education intended for higher education enrollment. Robust desire to apply strong communication, data analysis, and problem-solving skills while providing exceptional customer service and advisement to potential and existing student population.

EDUCATION

- WESTERN INTERNATIONAL UNIVERSITY
Master of Science in Human Dynamics
Phoenix, Arizona – October 2010
- UNIVERSITY OF PHOENIX
Bachelor of Science in Management
Phoenix, Arizona – May 2009

PROFESSIONAL EXPERIENCE

UNIVERSITY OF PHOENIX – Phoenix, Arizona

Senior Enrollment Representative, November 2008 to Present

- Administrative role to advise existing students with academic and program progression through telephone and electronic communication while providing consistent support to secure client engagement and retention.
- Maintain team leadership role assisting management to enhance client communication while operating as liaison between representatives, connecting departments, and upper management. Lead team meetings to enhance internal administrative relationships and employee engagement.
- Assisted in creation of more efficient administrative process protocol as a result of applied project management concepts and team leadership skills. Developed standard operating procedure documents for interdepartmental communication and enrollment training.

COUNTRYWIDE HOME LOANS – Phoenix, Arizona

Senior Account Manager, April 2007 to November 2008

- Evaluate individual delinquent home loan accounts to determine and facilitate sufficient financial recovery while maintaining existing professional business/client relationship and advocating client compliance.
- Monitor and supervise internal administrative and documentation processes to ensure negotiated recovery terms are fulfilled. Mitigate internal departmental challenges to encourage progression and resolve complications to ensure accounts are settled to end-completion status.
- Facilitate honest and transparent client communication while maintaining commitment to client education strategies to aid in sustainable client loyalty and customer retention.

UNITED STATES NAVY – 32nd Street Naval Base, California

System Manager, July 2001 to May 2005

- Supervised personnel in daily maintenance while supporting management in operation and process resolution during work facilitation training program.
- Managed and implemented explosive standard operation procedures including testing, repair, and maintenance of on-board guided missile launching systems and small arms weaponry.