

# Daisy Lomax

## Lead Admissions Representative - Le Cordon Bleu College of Culinary Arts Los Angeles

Rancho Cucamonga, CA

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### WORK EXPERIENCE

#### Lead Admissions Representative

Le Cordon Bleu College of Culinary Arts Los Angeles - December 2014 to Present

- Consistently operates within, is measured to, and leads by, university expected behaviors: Collaboration and Teamwork, Execution, Communication, Student Centered, Integrity, Drive, Adaptability and Change Management, Decision Making. Standout leader in all CEC Standards
- Conducts interviews with prospective students; evaluating their needs, interests and qualifications while providing information and transparency to help prospective students make an informed decision to attend or not to attend the university. Teaches others to conduct effective and compliant interviews
- Compliantly and professionally assists prospective students through the admissions process, demonstrating the ability to train other advisors on: Appointment setting, Interviewing skills, Securing enrollment, Proper Expectation Setting, Orientation, Start of Class. Trains others on the process
- Consistently achieves the expected goals and objectives of a suite of quantitative and qualitative metrics as defined for the Lead Advisor position including, but not limited to: Enrollments, Starts, Conversion Rate, Show Rate, Schedule/Queue Adherence, Script Adherence, Compliance, the CEC Standards and Product/Program Knowledge
- Adheres to daily queue and/or outlined schedule; assists and trains advisors on effective time management
- Presents information in a factual and ethical manner regarding the university's programs and tuition
- Provides feedback to DOA for advisor performance appraisals
- Contributes to decision-making, institutional effectiveness and strategic planning of the department
- Leads others in upholding all university policies, procedures, integrity, and ethical standards
- Able to work weekends, holidays and evening hours
- Occasionally takes on the DOA role for developmental purposes

#### Senior Admissions Representative

Career Education Corporation - 2010 to January 2010

- Conducting interviews with prospective students. Evaluating the prospective student's needs, interests and qualifications while providing clear and concise information to help the prospective student make an informed decision to attend or not attend the school.
- Consistently achieving the expected goals and objectives of a suite of quantitative and qualitative metrics as defined for the Admissions position including, but not limited to: Enrollments, Starts, Conversion Rate, Show Rate, Schedule/Queue Adherence, Script Adherence, Compliance, the CEC Standards and Product/Program Knowledge.
- Professionally assisting prospective students through the admissions process in accordance with all applicable federal and state regulations, school policies and procedures, and in compliance with all accrediting standards and requirements.
- Partners with departments outside of Admissions including Financial Aid and the office of the Registrar to ensure the delivery of a high level of service to every student.

- Learns to effectively utilize all applicable school systems, databases and tools effectively, i.e. the Inquiry Management System, Program Central, Slideshow, Virtual Campus, Stitch-in Site, ADM, IEX, and PeopleSoft.
- Lastly, Perform retention efforts not only to assist and support students through enrollment process and start of class, but be by their side and support them up until graduation or withdraw/cancellation of classes.

### **Associate Buyer**

Sears Holdings and Co - March 1998 to July 2009

- Managed three employees
- Assist the Buyers Coordinate merchandise on the website and making sure margins and goals were met on a daily basis. I also worked close with the Merchandise Managers on uploading files into our systems from the vendors.
- Highly Detail Oriented- Must be accurate and cautious with all uploads on Sears website.
- Provide any help to the customer's that can assist them in ordering merchandise from the Sears website.
- Use monthly reports to develop strategies on how to improve company sales and customers service

### **Design Assistant**

- Set meetings with current or potential clients to present apparel ideas.
- Creates spec sheets that include all dimensions and sketches of clothing pieces.
- Assist production team create sample of clothing pieces.

### **Legal Secretary**

- Coordinate office duties for Attorneys and Paralegals, duties such as scheduling meetings, preparing legal documents and correspondence, and providing information and directions to others.
- Highly detailed orientated - work with complaints, litigation, contracts and slip and falls.

## **EDUCATION**

### **Bachelor of Business Administration in Management**

Colorado Technical University

April 2016