

Jordan Karp

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Experience

General Assembly

Senior Admissions Producer - Tier 2 June 2017 - Present

- Act as an advisor between technology education school and potential students throughout the entire enrollment process.
- Proactively manage and respond to a high volume of prospective students and businesses efficiently.
- Consistently hit targets and manage a robust sales pipeline; build and cultivate relationships on an ongoing basis to drive results.

Sales Operations Support January 2021 - January 2022

- Proactively took on the role to assist the Senior Operations Strategist and implement organization-wide changes.
- Built bespoke Salesforce dashboards and reports to monitor activity and provide real-time insights.
- Worked closely with the team to determine gaps and inefficiencies, found solutions with the development team, and built multiple team-wide training around implementation.
- Implemented a new way to view opportunities, and developed a schedule to upgrade the team's call strategy.
- Eliminated legacy and outdated fields, improving and focusing the team's workflow.

Fluent City

Head of Group Class Sales November 2015 - May 2017

- Instituted, tested, and improved outbound sales processes.
- Consistently hit call targets of over 600 outbound calls per month.
- Became self-taught Salesforce administrator, adjusting and improving CRM to better fit a growing company.
- Actively contributed and provided feedback toward sales strategy, working closely with Marketing, Sales, and Operations.
- Collaborated with the sales team to go over sales numbers and KPIs, and develop strategies to increase performance.

Education

The University of Vermont
BA in Public Communication

General Assembly

Data Analytics, 2018
Python Programming, 2019

Skills

Data Analysis: Excel, SQL, Tableau, Looker
Development: Python, HTML, CSS, JS
Team Management: Confluence, GSuite, Lattice
Sales Tech Stack: Salesforce, LinkedIn
Sales Navigator, Vonage
Project Management: Jira, Asana