

ADMISSIONS EXECUTIVE Professional Summary Highly motivated, creative professional with strong leadership and relationship-building skills. Experienced in applying principles of sociology to personnel handling, administration, education, management and marketing problems. Core Qualifications Microsoft Office Training and development Marketing and sales specialist Group behavior and dynamics Charismatic public speaker Community resources specialist Motivated team player Natural leader Organized and efficient Experience Admissions Executive August 2015 to Current Company Name - City , State Evaluated program performance against expectations. Maintained compliance with company and legal requirements. Reviewed program needs and recruited qualified staff. Inspired students to translate their academic interests into the real world by taking positive actions. Counseled undergraduates in regard to educational and professional goals. Communicated with the registrar's office to review and process requests for requirements waivers. Organized recruitment and admission events for prospective students. Served as an Academic Adviser for undergraduate students each year. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Trained staff on how to improve customer interactions. Customer Service Specialist December 2004 to August 2015 Company Name - City , State Developed, implemented and monitored programs to maximize customer satisfaction. Resolved customer questions, issues and complaints.. Conducted weekly, monthly, and quarterly team meetings discussing company goals, productivity, and team building. Developed rapport with the customer base by handling difficult issues with professionalism. Addressed committee meetings and brought procedural ideas to steering committees promoting nutrition, physical and mental assessment programs Provided Behavioral Based Safety and Education by promoting training and certification for all employees. Generated and distributed daily reports and order acknowledgments to appropriate personnel. Organized placement tests for applicants. Entered data into Excel spreadsheets tracking individual health assessments for any discrepancies. Community Outreach Coordinator Intern January 2015 to April 2015 Company Name - City , State Responsible for the coordination of community events to individuals and families promoting healthy environments and lifestyle changes to enhance emotional, physical, and functional growth. Led presentations aimed at developing comprehensive programs to meet community employment, housing, transportation, medical and crime prevention needs. Met with clients one-on-one to determine necessary services and make appropriate treatment recommendations Edited and prepared program manuals for instructors and clients. Attended conferences, seminars, and training sessions on community, health, or education related issues. Assisted the Director in event planning and fundraising. Referred families to food banks, financial assistance programs, employment and training support and health and immigration services. Child Advocate for Foster Children October 2013 to July 2014 Company Name - City , State Establish a relationship with the child to better understand the child's needs and desires Develop a relationship with the court dependent child by meeting with him/her on a weekly basis. Provide a positive role model for the child while teaching him/her self-confidence, trust, and other developmental behaviors. Support the child throughout court proceedings and explain the court proceedings to the child Review available records regarding the child's family history, school behavior, medical or mental health history, etc. Identify and explore potential resources that will facilitate family preservation, early family reunification, or alternative permanency planning. Interview all parties involved with the child regarding the child's circumstances and needs. Communicate the child's needs to the court in written reports and recommendation. Ensure that the court-approved plans for the child are being implemented. Investigate the interest of the child in judicial or administrative proceedings outside of juvenile court. Communicate and coordinate efforts with the child's social worker, probation officer, and attorney Education Bachelor of Science : Sociology , 2014 University of West Georgia - City , State Minor in Psychology Member of

UWG Social Science Newspaper "Sociological Collective" Member of Psychology Club Member of Sports Management Committee Associate of Arts : Technical Communications , 2012 West Central Technical College - City , State Deans List Presidents List Skills Client Relations Creative Problem Solving Customer Service Academic Advisement Team Leader EffectiveCommunicator Project Management Relationship Builder Professional Attitude Marketing Multi-Task Management