

Casandra Feen

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SUMMARY

Detail-oriented admissions professional with a strong background in healthcare management and community support. Proficient in communication, data analysis, and project management. Experienced in continuing and graduate admissions with a proven track record of increasing enrollment. Seeking the Admissions Counselor position at the University of Massachusetts - Amherst, to contribute to the success of the graduate programs and support the conversion of applicants to enrolled students.

Skills

- Student engagement and support
- Collaboration and partnership building
- Interpersonal communication
- Proficiency in MS Excel, MS Word, MS PowerPoint, Google Docs, Google Sheets, Google Drive, Gmail, and Zoom
- Data analysis and reporting
- Project management
- Assessment and evaluation

EXPERIENCE

College of Our Lady of the Elms, Chicopee, MA

*Travel Recruiter Graduate and Continuing Education Admissions
Graduate and Continuing Education Admissions Counselor*

*July 2023-Current
January 2023-July 2023*

- Achieved a 71% increase in MBA enrollment, Fall 2022 to Fall 2023.
- Streamlined end-to-end admissions processes for efficiency.
- Led impactful marketing strategies, expanding program outreach.
- Forged strategic partnerships with community colleges to boost recruitment.
- Collaborated with program directors, aligning strategies with enrollment goals.
- Ensured exceptional student retention and positive application experiences.
- Proficient in CRM applications, optimizing data and communication.
- Demonstrated expertise in international academic admissions.
- Provided outstanding customer service throughout the admission process.

Interim Healthcare, West Springfield, MA

Home Care Manager

July 2021 - December 2022

Personal Care Aid

December 2018- July 2021

- Manage daily operations of the home care department, ensuring compliance with healthcare regulations.
- Provide compassionate and high-quality care to clients, maintaining meticulous clinical documentation.
- Demonstrate exemplary organizational and administrative skills in overseeing clients, providers, and staff.

Servicenet, Springfield, MA

Residential Supervisor

January 2021-July 2021

- Support disabled adults, fostering independence and community integration.
- Develop individualized programs to enhance life skills and social interactions.
- Collaborate with residents, healthcare providers, and their families to address unique needs and goals.

EDUCATION

- **College of our Lady of the Elms, Chicopee, MA**
Bachelor of Healthcare Management (3.9 GPA)
- **Holyoke Community College, Holyoke, MA**
Associate of Sciences (3.9 GPA)