

Viviana Morrone

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EDUCATION

Florida International University (FIU)

Master of Science in Human Resources Mgmt. (MSHRM)

Major: Human Resources

Balance full-time employment and graduate studies

Miami, FL

August 2015

Florida International University (FIU)

B.A in Business Administration

Minor: Human Resources

Shared responsibilities of Beta Gamma Sigma International

Honor Society

Miami, FL

June 2013

EXPERIENCE

West Coast University

Assistant Director, Admissions/Human Resources

Doral, FL

January 2018-Present

Assists in developing and implementing benefits and profit plans for department's development

- Facilitates on boarding training for all new team members in accordance with the standards set by the Admissions Department.
- Creates and maintains frequent communication and positive relationship with team members as evidenced by surveys and turnover.
- Conducts weekly one-on-one with staff members to review their progress and offer guidance to better assist them in achieving their goals.
- Identifies, develops, and evaluates opportunities for growth and competences in marketing campaigns to recruit and retain prospective students.
- Assists Director of Admissions in communication with the team and one-on-one discussion.
- Holds team accountable for meeting enrollment budget and adjusts skills gaps as needed.
- Facilitates employee satisfaction through immediate resolution of conflicts for strengthened employee retention loyalty.
- Coordinates day-to-day activities between Admissions, Financial Aid, and prospective students.
- Effectively helps resolved students' concerns or escalates as needed.
- Communicates any disciplinary coaching and counseling opportunities with team members.
- Assists Director of Admissions in preparing and delivering performance evaluation discussions on a quarterly and annual basis.
- Meets with Director of Admissions on a weekly basis to review team performance and implement weekly strategies.
- Assists DOA in reviewing of potential candidates to determine next steps for the hiring process.
- Ensures compliance with employment laws, university's policies, guidelines and procedures.
- Manages employee floor coverage to better assist students and follow student centricity guidelines
- In charge of enrolling students into nursing program and meeting personal and departmental budgets.

West Coast University*Senior Admissions Representative/HR*

Invested in recruiting, training and evaluating students and employees

Doral, FL

January 2017-January 2018

- Actively managed students' enrollments in accordance with the standards set out in the University' Compliance procedure
- Enrolled an average of 40 starts every 10-week period.
- Maintained department policies and procedures among team members
- Actively implemented Federal, State and Institutional regulations
- Utilized incentive programs to increase student recruitment
- Assisted in resolution of student inquiries and prescreening applications
- Reconciled daily leads and applications, as well as immediate resolution of data integrity issues
- Evaluated and analyzed job changes, including hiring procedures
- Provided On Boarding Training to new Admissions Representative (Phone Inquiry process and Information Session)

West Coast University*Admissions Representative*

Doral, FL

October 2014-January 2017

- Actively managed students' enrollments in accordance with the standards set out in the University' Compliance Agreement
- Enrolled an average of 30 starts every 10-week period.
- Reconciled daily leads and applications, as well as immediate resolution of data integrity issues
- Consistently meets or exceeded established individual goals
- Contacted candidates assigned by using phone, email, text
- Evaluated the applicant's qualifications to be admitted into the program
- Conducted one-on-one and group Information Sessions.
- Acted as the liaison between the prospective student, Financial Services and Student Services to ensure a successful student experience
- Participated in team and one-on-one meetings as assigned
- Adhered to all company and regulatory rules and requirements

West Coast University*Admissions Coordinator*

Doral, FL

February 2014-October 2014

- Facilitated and ensured timely customer service of current and potential students.
- Assured that prospective students complete all required forms for enrollment and processing by prescreening all student applications; submits to applicable Admissions Representative.
- Assisted in the resolution of student and prospective student inquiries, questions and/or problems; referred to appropriate person as needed.
- Screened telephone calls and routes to appropriate individuals.
- Coordinated campus incoming and outgoing mail distribution and distributes as appropriate.
- Worked discreetly with large amounts of sensitive, confidential information concerning student, staff and campus affairs.
- Tracked current and/or prospective student data/information, developed, prepared and submitted reports as required and/or needed.

- Reconciled daily leads and applications, as well as immediate resolution of data integrity issues.
- Maintained record keeping and filing systems.
- Conducted job responsibilities in accordance with the standards set out in the University's Code of Ethical Conduct, Compliance Agreement, Sexual Harassment Policy or any of its policies and procedures, applicable federal and states laws, and applicable professional standards.
- Maintained established department policies, procedures and attends in-services and other required meetings.

Hurst Awning, Inc.
Human Resource Manager

Miami, FL
August 2006-February 2014

- Gained knowledge of Federal and State Employment Laws
- Recruited, trained and supervised 85 on-site and off-site employees
- Monitored program budget according to company's regulations
- Conducted new hires orientation
- Coordinated programs with the CEO and purchasing department to meet company's budget and expectations
- Handled Worker's Compensation and Liability Insurance to balance employees needs to company's policy
- Maintained employee personnel files, recruitment files and hourly time records.
- In charged of the accounts receivable files and organizational reports.
- Created monthly project presentations for international sales
- Organized meetings and presented training techniques for new employees.
- Managed staff to accomplish daily goals
- Effectively handled critical projects for top executives with high level of confidentiality
- Notable success in development of executive level communication.
- Provided comprehensive administration support to the company President and Account Manager
- Generated offer letters and individual employee benefits packages.

OTHER

Computer Skills: Experienced in Microsoft Windows, Outlook, Excel, PowerPoint and Word. CVUE, CRM and OAC
Effectively handles tasks simultaneously and meets tight deadlines.
Strong organizational, customer service and communication skills.

Languages: Fluent in English and Spanish
Member of Greater Miami Society for Human Resource Mgmt. and Beta Gamma Sigma International Honor Society. Open to relocation

REFERENCES

Available upon request