

LAURA BROWN



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SKILLS

- Salesforce, excel, google sheets, G-suite, and QMS
- Team Leadership
- Managing in virtual environment
- Process Improvement
- Data Analysis
- Consultative sales
- Customer Service
- Communication and Interpersonal Skills
- Project management
- e-Learning and Interactive Training

EDUCATION

BA English Literature - Grand Canyon University from 2014-2018

EMOTIONAL INTELLIGENCE
2U Inc
2020

PROFILE

Dedicated and results-driven professional with a proven track record in Quality Assurance, Admissions Management, and Customer Service. Seeking a challenging role where I can leverage my skills in data analysis, team leadership, process improvement, and consultative sales to contribute to an organization's success and growth.

WORK EXPERIENCE

Quality Assurance Manager	2U INC	May 2022 - Oct 2023
<ul style="list-style-type: none">• Managed a team of QA specialists in a virtual environment and coordinated across multiple on-going projects.• Utilize Google sheets to pivot data and create dashboards• Analyzed data trends for quality and compliance within industry regulations and to make data-driven decisions for process improvements.• Conducted training and professional development programs for admissions staff to enhance their skills in consultative sales, customer service, and admissions processes.• Implemented quality control monitoring software and automated procedures to prevent recurring problems.• Conducted internal audits and assessments to verify the company's compliance with regulations and quality within customer service. Collaborate with management to implement corrective actions.		
Assistant Admissions Manager	2U INC	Oct 2019 - May 2022
<ul style="list-style-type: none">• Conducted regular performance evaluations and conduct 1:1 coaching in a virtual environment.• Created tailored development plans that resulted in an average increase of 60% to both revenue targets and key performance indicators.• Established relationships and supported 12-20 advisors in day-day operations in a fast-paced environment.• Supported admissions manager with analyzing data such as KPI metrics and market trends to implement strategic improvements for revenue targets.• Created and customized Salesforce standard reporting.		
Admissions Advisor	2U INC	March 2019 - Oct 2019
<ul style="list-style-type: none">• Top performer of a record-breaking team, piloted multiple new programs• Leveraged consultative selling techniques to guide prospective students through the admissions process• Demonstrated expert knowledge of products and services, personalizing values and benefits to individual customers.		
Bartender	Barrio Queen	April 2016 - March 2019
<ul style="list-style-type: none">• Upsold customers based on preferences and promotions.• Resolved guest concerns, turning negative into positive experience.		
Server / Bartender	California Pizza Kitchen	May 2015 - April 2016
<ul style="list-style-type: none">• Demonstrated outstanding multitasking abilities, handling high-volume service periods while maintaining attention to detail and accuracy.		