

Henry Ross

City, CA | 888-888-8888 | Henry.Ross@gmail.com | linkedin.com/in/henry.ross

SUMMARY OF QUALIFICATIONS

- Pro-active administrator experienced in vocational, social and personal counseling strategies in an academic environment. Experienced in providing student and family support, intervention and mediation, conflict resolution, community resources and referrals to outside support services, and general liaison between families and community support services.
 - Poised and confident communicator with a record of excellence in the development, administration, and implementation of programs and services and the methodology to ensure success.
 - Strong oral and written communication skills with the leadership, discipline, and organization to foster relationships and develop and motivate both colleagues and clients.
 - History of success working in challenging, multicultural and sensitive environments.
 - Excellent administrator with superior skills in adapting to changing priorities, computing solutions, and environments with a history of success in providing multi-layered support and guidance over multiple projects while garnering excellence and loyalty from all.
-

CUSTOMER SERVICE SKILLS

- CLIENT & PATIENT MENTOR
 - CLIENT INTAKE
 - COMMUNITY OUTREACH
 - OPERATIONS
 - CONFLICT RESOLUTION
 - COMMUNICATIONS
 - COMMUNITY REFERRALS & RESOURCES
 - RELATIONSHIP BUILDING
 - TROUBLESHOOTING
-

ADMINISTRATIVE SKILLS

- CLIENT RELATIONSHIP MANAGEMENT
 - MICROSOFT SUITE
 - QUALITY AUDITING
 - DATABASE MANAGEMENT
 - EMPLOYEE TRAINING
 - WORKFLOW MANAGEMENT
 - TEAM BUILDING
 - PROCESS CONTROLS
 - CUSTOMER SERVICES
-

EXPERIENCE

2008 – Present **SAMPLE UNIVERSITY, City, CA**

Admission Counselor

- Provided leadership and guidance in admissions processes for both military and civilian students
- Prospecting for new students utilizing oral and written communication in the form of; phone, email, developed call strategies, voice mail, live chat
- Assisted in training/mentoring new and existing admission counselors to ensure success
- Identify and qualify prospective students by listening to hopes, concerns, and dreams they share

Accomplishments include:

- Achieved recognition for a demonstrated commitment of compliance
- Achieved a 96% student start rate; enrolled 96 students and retained 92 in the 4th quarter
- Top student enrollment and retention for the entire division of 75 admission counselors
- Top referral generator and converter in the 2014 fiscal year

2006 – 2008 **GRADUATE LOAN ASSOCIATION, City, CA**

Sr Loan Consultant

- Consolidation of private and federal student loans
- Inbound/outbound calls and database management
- Received an award for customer service and completing transactions using a one call strategy
- Multi-tasked; scheduling and calendar management quality control, conflict resolution, troubleshooting and met time sensitive deadlines.

2002 – 2006 **COLLEGE LOAN CORPORATION, San Diego, CA**

Loan Consultant

- Provided funding and assistance in enrollment process and application
 - Consistently ranked among the top 10 consultants within the company
 - Coordinated with the financial office to secure funds for students
 - Received an award for highest retention
-

EDUCATION

Bachelor of Arts, Psychology, SAMPLE UNIVERSITY, SAN DIEGO, CA

MILITARY SERVICE

United States Marine Corp, Corporal Specialized Field; Artillery – 1985

PROFESSIONAL MEMBERSHIPS

Toast Masters Group and The Christian Way