

Priya Castellanos

Admissions Advisor

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SUMMARY Admissions advisor with nearly 3 years in inside sales and online admissions, guiding adult learners from first inquiry to their first class. Works a high-volume CRM pipeline, explains financial aid steps in plain terms and builds relationships that keep applicants moving, with 52 new enrollments last term.

EDUCATION **Bachelor of Arts** 12/2023
Arizona State University Tempe, AZ
Psychology

EXPERIENCE **Admissions Advisor** 02/2025 - Present
Sonoran Valley University Online Phoenix, AZ
Online university with 40 degree programs for working adults.

- Advise 70-90 prospective adult students a week by phone, email and text on program fit, admissions requirements and start dates.
- Manage a pipeline of 400+ inquiries in the CRM, moving **52** students to enrollment last term.
- Guide applicants through FAFSA and financial aid steps with the aid office, lifting completed files 18% for fall starts.
- Partner with program chairs on transcript evaluations, cutting time from application to decision to 6 days.

Inside Sales Representative 01/2024 - 01/2025
Copper State Solar Tempe, AZ
Residential solar installer with 4 field sales reps.

- Qualified 60 inbound leads a day and booked in-home consultations, finishing at 112% of quarterly sales quota.
- Recorded call notes and follow-up tasks in the CRM and MS Office, keeping the pipeline current for field reps.
- Answered customer service questions on financing and install dates, holding a 4.8 of 5 call rating.
- Revived 15 stalled deals a quarter by following up with quoted homeowners through scheduled emails and texts.

SKILLS Admissions • Sales • CRM • Customer Service • MS Office • Financial Aid • Enrollment Relationship Building • Verbal and Written Communication

CERTIFICATES **Salesforce Certified Associate**
Salesforce
06/2024