

Derek Okafor

ADMISSIONS REPRESENTATIVE

📍 San Antonio, TX
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Certificates

HubSpot Inbound Sales Certification
HubSpot Academy
11/2024

Skills

Customer Service • Sales
CRM • Excel • Microsoft Word
Presentations
Student Recruitment
Time Management • Teamwork

Summary

Admissions representative with 2 years at a career college in San Antonio and a retail sales background from school. Interviews prospective students, matches them with trade and healthcare programs, and tracks every lead in the CRM and Excel. Converts 28% of interviews to enrollments and ranked 2nd of 9 representatives in 2025 starts.

Experience

Admissions Representative 08/2024 - Present
Alamo Trade & Technical Institute San Antonio, TX
Career college with HVAC, welding and medical assistant programs.

- Interview 45-50 prospective students a month about career goals and match them with HVAC, welding and medical assistant programs.
- Convert **28%** of scheduled interviews to enrollments, ranking 2nd of 9 representatives in 2025 starts.
- Deliver presentations on career programs at 30 high schools and workforce centers a year to support student recruitment.
- Track leads, tours and application steps in the CRM and Excel, answering new inquiries within 15 minutes.

Sales Associate (Part-Time) 06/2021 - 07/2024
Mission Trail Outfitters San Antonio, TX
Outdoor and footwear store, part-time through college.

- Sold footwear and outdoor gear, averaging \$1,900 in sales per shift during peak season.
- Resolved returns and customer service issues for 150+ shoppers on weekend shifts.
- Built weekly schedules in Microsoft Word and Excel for a 12-person team as shift lead.
- Balanced 3 registers to the dollar as key holder on closing shifts 3 nights a week.

Education

Bachelor of Business Administration 05/2024
University of Texas at San Antonio San Antonio, TX
Marketing