Marcus Delgado

Enrollment Specialist

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SKILLS

Microsoft Office **Excel** **Outlook** **Word** **Customer Service** **Enrollment** **Registration** **Analytical Skills** **Attention to Detail** **Verbal and Written Communication**

EDUCATION

Bachelor of Science

05/2024

University of North Carolina at Charlotte

Charlotte, NC

Business Administration

SUMMARY

Enrollment specialist with 2 years at a large community college, processing applications, registrations and student holds each term. Answers students across phone, email and Outlook, builds Excel reports for the enrollment office and works quickly in Microsoft Office with strong attention to detail.

EXPERIENCE

Enrollment Specialist

10/2024 - Present

Piedmont Ridge Community College — Charlotte, NC

Community college serving about 14,000 credit students.

- Process **1,200+** enrollment and registration requests per term, checking prerequisites, residency forms and transcripts.
- Respond to 50-70 student calls, emails and Outlook messages a day on enrollment steps, holds and payment deadlines.
- Build weekly Excel reports on applied, admitted and registered students, catching a 9% drop-off that led to new reminder texts.
- Coordinate with financial aid and advising on student holds, clearing 300 holds before the fall add/drop deadline.

Front Desk Associate (Part-Time)

08/2022 - 09/2024

Crown Fitness Club — Charlotte, NC

Two-location gym with 6,000 members.

- Enrolled 20-25 new members a month, explaining plan options and completing contracts in the membership system.
- Delivered customer service at the front desk for 400+ daily check-ins, settling billing questions on the spot.
- Updated member records and Word forms with 99% accuracy on monthly audits.