

# Sandy Saunders

City, MI | 888-888-8888 | SandySaunders@gmail.com | linkedin.com/in/sandy-saunders

## PROFESSIONAL SUMMARY

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Sales and Operations Executive with demonstrated strength in business development/planning and delivering outstanding customer service. Versatile and persuasive communicator, reliable and composed under pressure with keen ability to surmount obstacles strategically and activate groups. Proven leadership skills with an exceptional approach to change management while maintaining peace throughout the process. Ability to influence, mentor, empower and retain high performing teams. Strategic oversight to lead different departments to one common goal or outcome. Naturally inquisitive for tactical business solutions and humble enough to be taught. Coach. Leader. Innovator.

**Proficient in: MS Office Suite with Microsoft 365, Adobe, Quickbooks, Talisma, Oracle, Salesforce, DOS, Blackboard, ECompanion, Brightspace, Linux, ADP, KRONOS, CampusVue, Cloud drives, Skype**

## SKILLS

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|-----------------------------------|--|
| • Interpersonal Skills            | • Profit & Loss Management                 |
| • Employee Training & Development | • Business Strategy                        |
| • Budgeting & Forecasting         | • Excellent Oral and Written Communication |
| • Recruitment & Retention         | • Customer Relationship Management         |

## PROFESSIONAL EXPERIENCE

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### Campus President

00/0000 – 00/0000

*University: City, MI*

Complete Campus Leadership; Academy, Admissions, Budgeting, Financial Aid, Profit & Loss, Human Resources, Diversity & Inclusion, Career Services, Alumni Relations, Facilities and Fixed Assets, Regulatory Compliance, Student Affairs/Services, Community Relations, Federal and State Contracts.

- Operating budget of 13-14 million
- Rebuilt 80% of the executive leadership team within 6 months
- Raised campus satisfaction scores two years in a row following a consistent drop (turnaround)
- Hosted first-ever Student Appreciation Week
- Maintained population and point year over year growth of 23%
- Increased retention to highest in University System
- Adjusted marketing target and raised conversion rates by 200%

### Multi-Site Campus President

00/0000 – 00/0000

*City, MN*

Complete Campus Leadership; Turn-around Location, Academic, Admissions, Budgeting, Financial Aid, Profit & Loss, Human Resources, Diversity & Inclusion, Career Services, Alumni Relations, Facilities, Regulatory Compliance, Student Affairs/Services, Student Housing, Community Relations, Federal and State Contracts.

- Improved student loyalty score from -29 to +57 within 9 months
- Rebuilt leadership team members within first 3 months
- Established culture change within 12 months
- Performed Curriculum Review and Development over 8 programs
- Achieved consistent retention/attrition rate in the top 5 of campuses university-wide
- Largest growth since opening at Brooklyn Center location
- Increased placement compliance above benchmark – 22% year over year
- Initiated staff reduction for savings
- Earned 5 and 6-year ACICS renewals
- Led 150+ employees with 9 direct reports
- Hosted major community events for prospective/current students and alumni
- Participated as an active member of the Minnesota Career College Association and Minneapolis Chamber

**PROFESSIONAL EXPERIENCE (continued)**

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**Multi-Site Campus Director****00/0000 – 00/0000****University: City, VA**

Opened 3 Campuses: City, KY – City, OH – City, MN; Responsible for Campus Operations Management; Culture, Student Recruitment and Growth Efforts, Financial Aid, Business Office Transactions, Retention and Outcomes, Human Resources.

- Nominated by Senior Vice President to serve as Service Summit team member
- Focused culture for change adaptability swiftly with minimal termination
- Hired and trained four campus directors, promoted seven staff members into management positions and six staff into higher roles nationwide including five full campus teams
- Developed and trained Region 7 on Talisma 5.0
- Assigned Regional Representative for University Admissions Team
- Founded Northern Kentucky College Consortium
- Entrusted as a Presenter at the Annual Recruiting Battalion's Award Ceremony in year & year
- Received Regional Visionary Leadership Award in year, New Campus of the Year Award in year, and Campus Service Award in year
- Authored Corporate Admissions Training Program called "Asking A Good Question."
- Awarded year University Trainer for Officer Position in year & Year

**Executive Assistant/Recruiter****00/0000 – 00/0000****Company: City, MI**

Completed weekly rent report including collecting funds, recording receipts, made deposits, paid bills, balanced checkbook, and followed up on maintenance requests. Addressed employee concerns with resolve and administered reprimands/terminations as needed. Maintained electronic files and alphabetically organized hard files.

- Oriented 350 new hires and assisted with employment paperwork
- Expedited weekly hours for over 300 employees into an invoice form and to the online board for payment
- Improved compliance paperwork tasks by 15%

**Enrollment Director****00/0000 – 00/0000****School: City, MI**

Responsible for all aspects of Student Recruitment Efforts, Enrollment and Program Completion.

- Increased student population 260% during tenure
- Initiated 360 enrollment curriculums to increase enrollment stats and retention
- Began new student orientation, improved new student's kits, and simultaneously lowered internal cost
- Provided valuable and timely service to all clients and students
- Successfully trained and hired replacement Enrollment Director

**EDUCATION**

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- MBA, Management, Strayer University
- BA, Communications, University of Michigan
- BA, Administration University of Michigan