

Lilah Kulkarni

📞 (813) 555-7426 ✉️ lilah.kulkarni@example.com 💼 linkedin.com/example/lilahkulkarni 📍 Tampa, FL 33606

SUMMARY

Early career enrollment services professional with one year of **higher education** experience supporting prospective, newly admitted, and **continuing students** through admissions, **financial aid**, **academic planning**, and registration questions. Provides welcoming service across in person, phone, email, chat, and virtual channels, while documenting interactions accurately in CRM records. Reviews transcripts, residency evidence, applications, and financial aid documents, identifies missing information, and routes complex matters appropriately. Uses college catalogs, guided pathways, and DegreeWorks for general academic planning support. Applies FERPA practices, clear communication, sound judgment, and organized follow through during busy service periods. Collaborates with advisors, financial aid staff, faculty, and campus partners to connect students with useful resources and support enrollment, retention, completion, and career readiness goals.

EXPERIENCE

Enrollment Services Assistant September 2025 - Present
Gulfview University Tampa, Florida

- Supports prospective and continuing students across front desk, phone, email, chat, and virtual channels. Reviews enrollment records, explains financial aid steps, maintains FERPA compliant documentation, and coordinates referrals with advising, financial aid, accessibility, and career services. Contributes to orientation, registration, graduation, and open house events while managing changing priorities and frequent interruptions.
- Answered multichannel **enrollment** questions, documenting student interactions in CRM records for reliable follow up.
 - Reviewed **transcripts** and **residency** evidence, identifying missing documents before specialist escalation and application processing.
 - Guided FAFSA steps and **award status** questions, referring individualized **eligibility** decisions to financial aid staff.
 - Used **DegreeWorks** and college catalogs, directing program decisions to advisors when specialized guidance was needed.
 - Verified identity before protected disclosures, preserving FERPA practices during busy front desk service periods.
 - Supported orientation and registration events, resolving routine technology access issues for arriving students.

Student Success Practicum January 2025 - May 2025
Bayfront University Tampa, Florida

- Completed supervised higher education practicum focused on enrollment navigation, resource referrals, academic planning scenarios, and student service delivery. Built de identified case exercises, researched catalog policies, practiced DegreeWorks interpretation, developed technology orientation content, and proposed a practical triage process for inquiries requiring cross department support.
- Built enrollment case exercises, matching student needs with documentation checks and appropriate referral pathways.
 - Researched catalog **policies** and DegreeWorks audits, preparing accurate **academic planning** scenarios for faculty review.
 - Created technology **orientation** content, helping new students access portals, **registration** tools, and communication channels.
 - Applied **FERPA** principles to simulated records cases, documenting decisions around access and information disclosure.
 - Presented inquiry triage recommendations, distinguishing routine requests from advising, **financial aid**, and accessibility referrals.
 - Tested service materials with peers, revising instructions after feedback revealed unclear escalation points.

PROJECTS

Multichannel Enrollment Triage 📅 2025
Created a supervised case routing model for phone, email, chat, and virtual inquiries. Mapped routine answers, documentation checks, and referrals for advising, financial aid, accessibility, and career services.

Student Technology Orientation 📅 2025
Developed a concise orientation covering portal access, registration resources, communication channels, and common escalation points. Peer testing guided clear revisions for new student use.

LEADERSHIP & AWARDS

- Dean's List, University of South Florida, 2024
- Student Services Practicum Excellence Award, Bayfront University, 2025
- Peer Enrollment Navigator recognition, Student Success Center, 2025

EDUCATION

Bachelor's Degree in Higher Education Administration 2025
University of South Florida GPA: 0 Tampa, Florida
Coursework: Student services, academic advising, enrollment management, higher education policy

CERTIFICATIONS

- AACRAO FERPA Basics 📅 2026
- Microsoft Learn Microsoft 365 Fundamentals Learning Path 📅 2025

TECHNICAL SKILLS

- **Microsoft Applications:** Microsoft 365, Word, Excel
- **Student Information Systems:** College CRM, DegreeWorks, student portals
- **Enrollment Documentation:** Transcripts, residency records, application records
- **Financial Aid Processes:** FAFSA, eligibility guidance, award status
- **Academic Planning:** College catalogs, guided pathways, degree audits
- **Communication Channels:** Phone, email, chat, virtual service
- **Student Privacy:** FERPA, identity verification, protected records
- **Campus Events:** Orientation, registration, graduation
- **Student Referrals:** Academic advising, accessibility services, career services
- **Service Operations:** Case documentation, inquiry triage, escalation

SKILLS

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|-----------------------|--------------------|---------------------------|-----------------------------|
| • Enrollment services | • DegreeWorks | • Financial aid guidance | • Academic advising support |
| • Student services | • Guided pathways | • FERPA | • Student referrals |
| • Customer service | • College catalogs | • Transcript review | • Microsoft 365 |
| • CRM documentation | • FAFSA process | • Residency documentation | |

PROFESSIONAL AFFILIATIONS

- Peer Enrollment Navigator, Student Success Center, 2024 - 2025
- Campus Welcome Team Volunteer, University of South Florida, 2023 - 2025

LANGUAGES

- English (Native)
- Marathi (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST