Johnice Mba

Enrollment Specialist

✉ johnice.mba@gmail.com
📞 (509) 643-9264
📍 123 Maple Street, Little Rock, AR 72201

Education

Bachelor of Arts in Business Administration at University of Arkansas, Fayetteville, AR

Aug 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Marketing, Business Law, Organizational Behavior, Business Ethics, Human Resources Management, Operations Management, Business Strategy, and International Business.

Links

linkedin.com/in/johnicemba

Skills

Salesforce proficiency

Data analysis

Microsoft Excel

Time management

Communication

Problem-solving

Attention to detail

Languages

English

Spanish

Profile

Highly motivated Enrollment Specialist with 1 year of experience adept at ensuring seamless student enrollment processes and providing exceptional support to prospective students. Proficient in database management, documentation, and maintaining compliance with enrollment policies. Excellent communication and interpersonal skills, committed to fostering strong relationships with colleagues and students to promote a positive enrollment experience.

Employment History

Enrollment Specialist at Arkansas Blue Cross and Blue Shield, AR

May 2023 - Present

- Successfully increased enrollment numbers by 25% in a single year, resulting in over 5,000 new members joining Arkansas Blue Cross and Blue Shield.
- Streamlined the enrollment process by implementing a new online platform, reducing application processing time by 40% and improving overall customer satisfaction.
- Consistently exceeded monthly enrollment targets by at least 15%, contributing to the company's overall growth and success in the Arkansas market.
- Developed and led training sessions for new Enrollment Specialists, reducing onboarding time by 50% and increasing team productivity and efficiency.

Associate Enrollment Specialist at Centene Corporation, AR

Aug 2022 - Mar 2023

- Successfully processed over 300 enrollment applications per month, exceeding the departmental target by 20% and ensuring timely access to healthcare services for members.
- Identified and resolved 50+ discrepancies in enrollment data within six months, reducing data entry errors by 15% and improving overall accuracy and efficiency of the enrollment process.
- Streamlined communication between the enrollment team and other departments, resulting in a 25% reduction in processing time for complex cases and increasing member satisfaction rates by 10%.

Certificates

National Association for Enrollment Management (NAEM) Certification

Dec 2021

Certified Application Counselor (CAC)

Sep 2020

Memberships

National Association of Enrollment Services (NAES)