

Molly Pittman

Mitchell Ave • Bowdon, GA 30108 • (770) 280.5838 • mpittman@ecampus.usg.edu

SUMMARY

High-performing, service representative with 6+ years experience in Higher Education. Highly skilled at building relationships with students, parents, campus partners, and across organizations and teams. Adept at assessing needs, generating options, and implementing solutions with campus partners and stakeholders. Very knowledgeable in all things Enrollment Management.

EDUCATION

<i>Valdosta State University, Valdosta, GA</i>	May 2026
• Bachelor of Arts in Spanish	
<i>University of West Georgia, Carrollton, GA</i>	May 2019
• Bachelor of Interdisciplinary Studies	

HIGHER EDUCATION EXPERIENCE

University System of Georgia eCampus, Administrative Services *Carrollton, GA*
Program Support Specialist September 2021 - Present

- Manage the eCampus Helpdesk, including up to nine student assistants who provide telephone and chat support for all of eCampus.
- Provide outreach to prospective students who have inquired about online programs through eMajor and/or Georgia On My Line (GOML) and help match them with a degree program.
- Create annual, monthly, and weekly Helpdesk reports and manage data on call and chat statistics, including providing visualization through graphs and other methods to ensure data is easily accessible by audiences.
- Created the first eCampus GECKO chatbot, eVA, including working with campus partners to test and grow the chatbot knowledge base.
- Together with Enrollment Navigators, Complete unofficial transcript reviews and credit-for-prior-learning forms for prospective students interested in eMajor degree offerings.
- Provide partner support to affiliate institutions to identify and update necessary grade changes.
- Assist the Faculty Support team with outreach to students on behalf of faculty and students to help ensure student success within their courses.
- Conduct Prospective Student Exit Inquires with Enrollment Navigators via outbound call cycles.
- Help implement workflows and templates to provide staff and student assistant training, including consistent messaging to students, parents, and other guests.

Enrollment Services Center, University of West Georgia *Carrollton, GA*
Outbound Call Center Supervisor April 2019 – August 2021

- Served as senior leadership for the Enrollment Services Center's (ESC) Outbound Call Center.
- Supervised student assistants for ESC Outbound Call Center.
- Assisted the Assistant Director in managing the office, provided decision-making regarding problem areas, and served as the representative in their absence.
- Aided in the creation of new reports for the ESC leadership team.
- Established and updated all training materials for the ESC Call Center.
- Served as a departmental liaison and strategist for student issues regarding Financial Aid, Registrar, Office of Student Accounts and Billing, Undergraduate Admissions, and general University information.

Call Center Associate

August 2017 – April 2019

- Collaborated across the entire University of West Georgia (UWG) Student Affairs and Enrollment Management (SAEM) departments regarding Financial Aid, Registrar, Academic Advising, Bursar, and Undergraduate Admissions for 13,000+ students, faculty, and other guests.
- Helped to implement workflows and templates to aid in staff training and consistent messaging to students, parents, and other third parties.
- Served on various hiring committees for student assistants, and full-time staff, and upheld all Human Resources procedures throughout the process..

Student Assistant

April 2017 – August 2017

- Served as a liaison for student issues regarding Registration, Undergraduate Admissions, and general University information for 13,000+ students.
- Provided high-quality service excellence in all communication with students, parents, and other guests.
- Upheld all guidelines as required by FERPA in the maintenance of confidential student information.

HONORS AND AWARDS

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| ● Best of the West Nomination (<i>UWG</i>) | 2017 |
| ● Best of the West Nomination Winner (<i>UWG</i>) | 2019 |
| ● Best of the West Team Nomination (<i>UWG ESC Call Center</i>) | 2019 |
| ● Best of the West Team of the Year Winner (<i>UWG ESC Call Center</i>) | 2019 |

COURSES/CERTIFICATIONS

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| ● Leadership Mini Series: Foundational Concepts | 2023 |
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COMMITTEES/TEAMS

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| ● Call Center Search Committee - chair (<i>UWG</i>) | 2018 |
| ● Financial Aid Search Committee (<i>UWG</i>) | 2019 |
| ● Call Center Search Committee - chair (<i>UWG</i>) | 2019 |
| ● ESC Assistant Director Search Committee (<i>UWG</i>) | 2020 |
| ● Call Center Search Committee - chair (<i>UWG</i>) | 2021 |
| ● Conference Planning Committee - (<i>GAWHE</i>) | 2024 |

PUBLICATIONS

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- "Anxiety," *Odradek Literary Journal*, 2022
 - "Mama," *Odradek Literary Journal*, 2022
 - "One Year," *Odradek Literary Journal*, 2022
 - "Rememberings," *Odradek Literary Journal*, 2022

TECHNICAL SKILLS

- Ellucian Banner
- Ellucian Application and Web Xtender
- Ellucian Degree Works
- Ellucian Recruit
- D2L / Brightspace
- INGRESS
- GECKO Engagement Platform
- GECKO Chatbot and Live Chat
- Salesforce CRM System
- Microsoft Excel, Word, and PowerPoint
- Google Sheets, Docs, and Slides
- SEADS
- Podio
- BMC Footprints 12 Suite
- Avaya Contact Center Management
- Avaya CMS Supervisor Reporting System
- CampusLogic
- Nelnet Payment Options Service
- BanWeb Student Interface
- DegreeWorks