

James Slaymaker

Enrollment & University Administration

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PROFESSIONAL SUMMARY

Higher education professional focused on enrollment advising, accurate student records, policy interpretation, and coordinated student support. Experience in university recruitment communications, public service, and banking informs careful documentation, confidential information handling, and clear communication.

PROFESSIONAL EXPERIENCE

Enrollment Advisor

National University | Remote | Feb 2025 - Present

- Advise prospective and enrolled students by phone and email on admissions requirements, program eligibility, enrollment steps, deadlines, and required documentation.
- Research complex student cases through CRM records, application materials, status histories, and prior communications; coordinate with Registrar, Financial Aid, and academic departments to resolve discrepancies.
- Maintain accurate CRM documentation of student contacts, documents, enrollment status, and outcomes to support record integrity, continuity of service, and FERPA compliance.
- Resolve sensitive student inquiries with sound judgment; escalate cases with concise supporting documentation when further review is needed.
- Monitor application and enrollment progress, follow up on missing items, and help students meet institutional deadlines in a fully virtual environment.
- Analyze enrollment trends, compliance indicators, and recurring questions for leadership; recommend improvements to workflows and student communications.

Admissions Counselor & Recruitment Communications Coordinator

Texas A&M University-Corpus Christi | Corpus Christi, TX | Feb 2024 - Jan 2025

- Guided prospective students and families through admissions requirements, application deadlines, scholarship criteria, and enrollment documentation.
- Used university CRM and data tools to track applicant status, materials, communication history, and follow-up needs; provided timely updates to students and staff.
- Researched applicant questions and coordinated with academic and administrative partners to resolve issues and support timely admissions decisions.
- Drafted and reviewed recruitment email campaigns, presentations, and other communications for accuracy, consistency, policy alignment, and accessibility.
- Compiled leadership reports, forecast enrollment outcomes, and protected confidential applicant information under university policies and federal privacy requirements.

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PROFESSIONAL EXPERIENCE CONTINUED

Content Writer

Concordia University Texas | Austin, TX | Sep 2022 - Sep 2023

- Drafted and edited web pages, email campaigns, and promotional materials, verifying accuracy and alignment with client standards, brand guidance, and deadlines.
- Established content development procedures and documentation that improved consistency, reduced turnaround time, and supported quality review.

Legislative Aide

Texas House of Representatives | Austin, TX | Jan 2023 - Apr 2023

- Compiled and analyzed bill data during the 88th Texas Legislative Session; organized documents, deadlines, status changes, and stakeholder activity.
- Researched statutes and policy proposals and wrote concise memos on compliance implications, procedural requirements, and resolution options.
- Recorded committee hearings and stakeholder testimony, maintained sensitive information, and coordinated calendars.

Relationship Banker

First United Bank & Trust | Lakeway, TX | Mar 2020 - Oct 2020

- Processed account documentation, maintained digital and paper records, and protected confidential customer information under banking regulations and audit requirements.
- Resolved account inquiries, explained policies and product requirements, and documented conversations and follow-up actions in customer relationship systems.

Bank Teller

Wells Fargo | Austin, TX | 2018 - 2020

- Processed high-volume transactions, balanced daily records, resolved account inquiries, and supported internal file and compliance reviews.

EDUCATION

Master of Arts in Strategic Communication

National University | Expected January 2027

Bachelor of Arts in Political Science

Concordia University Texas | December 2023

GPA: 3.69 overall; 4.0 major

Minors in Psychology and Legal Studies

SKILLS AND COMPETENCIES

Enrollment and records: Student records and enrollment support; Application and document tracking; FERPA and privacy compliance; Policy and procedure interpretation; CRM documentation and data integrity

Communication and operations: Complex issue research and resolution; Student and staff communication; Cross-functional coordination; Process improvement; Digital file and document management; Data tracking and reporting

Technology: Salesforce; Banner; RoadRunner; Anthology; Microsoft Office 365: Word, Excel, PowerPoint, Outlook; Adobe Acrobat: PDF review and editing