



Ysabella Melo Romano

Senior Admissions Officer/ Admissions Office Profile

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Personal Details:
11.28.1990 • Country of residence: Bahrain
Nationality: Dominican Republic
Female • Single

Customer-oriented and dynamic professional with 12+ years of experience in administrative and teaching roles in the education sector. Excel at developing and integrating strategies to increase enrolment, streamline procedures, and support marketing activities. Adept at scheduling and leading campus tours/visits, governing application/registration processes, and monitoring enrolment procedures. History of serving as first point of contact while effectively overseeing admissions process from inquiries to student welcoming. Ability to manage inboxes, respond to queries, and resolve complaints.

Areas of Expertise

- ◆ Admissions Office Operations
- ◆ Application Management
- ◆ Registration Processes
- ◆ Recruitment & Enrolment
- ◆ College & Career Fairs
- ◆ Admissions Events
- ◆ Database Management
- ◆ Student Support
- ◆ Campus Tours

Professional Experience

The British School of Bahrain, Hamala, Bahrain
Admissions Officer

2019 – Present

Manage admissions processes and assist with recruitment while liaising with prospective clients to advise on programs, costs, eligibility, and documentation. Communicate admission statuses, develop/submit offer letters, and prepare welcome packages. Guide application procedures, maintain iSams database, plan/lead campus tours, and organize entrance assessments in compliance with regulations. Supervise leaving processes while issuing Transfer Certificates and collaborating with stakeholders to ensure compliance with clearance. Collate and analyse school statistics/figures including volume of students leaving, assessed, and withdrawn in addition to forecasting and comparing number of potential new students to previous period.

- Established and exceeded enrolment objectives in collaboration with admissions team.
- Enhanced Covid19 response and streamlined information by establishing and implementing electronic tracking system for clearance procedures.
- Retained high rate of customer satisfaction by solving queries and following up swiftly.
- Augmented student enrolments by organizing and assisting with college fairs, admission events, virtual/education fairs, and open days.
- Facilitated student success by supporting and guiding integration.

Sylvan Learning Centre, Hamala, Bahrain
Administrator | Education Coordinator | Teacher

2019 – 2019

Produced lesson plans, instructional material, and learning resources in addition to teaching English to students between 4 and 15 years old. Interacted with parents to communicate scheduling changes, convey assessment results, and provide progress reports. Governed monthly expenses, collected payments, created invoices, and processed payroll. Scheduled personnel, controlled inventory, and supervised cleaning.

- Successfully directed and oversaw daily operations.
- Upgraded lesson plans by evaluating assessment results and adjusting program.

Elames | Behzad Group, Hamala, Bahrain
HR Administrator

2018 – 2019

Supported HR and administrative activities including regulating CV database and processing documentation for leaving/incoming personnel. Led new hire orientation and introductions. Oversaw inventory and supplier management by creating purchase orders and requisitions. Responded to calls/emails and scheduled building maintenance.

- Promoted through roles of increasing scope and responsibility from Lighting/Outdoor Sales Department Administrator to HR Administrator.
- Eased workflow by efficiently administering large volume of purchase orders.

Elames Lighting | Behzad Group, Hamala, Bahrain
Lighting & Outdoor Sales Department Administrator

2017 – 2018

Directed internal/external communications and kept up to date databases while overseeing CRM. Aided in supervising suppliers by requesting pricing and generating quotes. Established and administered personnel agendas encompassing leave and holiday scheduling. Collated and reported on both monthly and yearly sales revenue.

- Facilitated successful departmental restructure.
- Resolved customer grievances while prioritizing complaints and filing records.

Sylvan Learning, Hamala, Bahrain
Franchise Administrator

2011 – 2016

Led summer and winter camps while teaching ESL and EFL to children between ages of 4 and 15 which included developing and administering assessments. Maintained administrative/financial records, regulated schedules, managed inventory, and distributed payments. Provided customer service while offering information and answering queries.

- Expanded sales revenue by leveraging marketing campaigns.
- Attracted and attained new clients while maintaining communication.

Monroe Hotel, Manama, Bahrain
Client Executive

2009 – 2010

Controlled hotel bookings and reservations via telephone and email while providing customer service. Liaised with clients to answer questions and offer information. Performed cold calling to attract and attain new clients. Processed both card and cash payments while taking information. Followed up with prospective clients to promote services and amenities.

- Augmented revenue by promoting bulk bookings.

Education

Bachelor of Science (Hons) in Psychology (in progress)

University of Derby, Derby, England

Bachelor of Arts in Sociology (in progress)

St. Leo University, Florida, US

Completed course work in Social Sciences

University College of Utrecht, The Netherlands, EU