

Justin Humphrey

Contact

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Education

Florida Gulf Coast
University
Fort Myers, FL
BS in Business
Management/ Sports
Management focus
12/2021

Key Skills

Client relationship
management

Goal Setting

Documenting and reporting

Data analysis

Budgeting/financial

Team leadership

Software/Tech skills:
Microsoft Office Suite,
Google workspace

Professional Summary

Highly organized and goal-oriented professional with a Bachelor of Science in Business Management and 5+ years of experience in client services, operations, and team coordination across dynamic environments. Proven ability to enhance applicant experience (Keiser University), streamline processes (IMG Academy), and drive member satisfaction (Estero Country Club). Eager to leverage strong leadership potential and operational skills to secure a business management position and contribute to company objectives.

Experience

Policy Review Analyst
Crump Life Insurance / Remote, FL
07/2025 to 01/2026

- Ensuring 100% compliance by researching and evaluating a high volume of existing and proposed policies for accuracy, aligning them with company goals and regulatory requirements.
- Attention to detail and understanding the development process

Admissions Counselor
Keiser University / Naples, FL
03/2023 to 07/2025

- Boosted applicant satisfaction by providing personalized guidance to over 150 prospective students annually, successfully guiding them through the admissions process.
- Contributed to positive campus culture by assisting with orientation events for new students.
- Spearheaded a process improvement initiative that reduced application review time by 20% and improved communication efficiency with applicants

Matriculation Coordinator / Records Management
IMG Academy / Bradenton, FL
02/2022 to 03/2023

- Achieved a **99.5% accuracy rate** in student records by conducting weekly audits and managing database entries for over **500 student files**.
- Maintained accuracy of records by conducting regular audits and updating database entries accordingly.
- Enhanced data security through strict adherence to company policies and best practices in handling sensitive information.

Tennis Operations
Estero Country Club / Estero, FL
05/2021 to 01/2022

- Interaction with members, guests, and staff at a private country club, including scheduling, day-to-day maintenance of clay tennis courts, event set-up, assisting, organizing, and teaching at tennis clinics, tournaments, and social "mixers" for all age groups.
- Enhanced member satisfaction by regularly evaluating and updating club amenities, services, and policies based on feedback.

Golf Outside Operations
The Club at Gateway / Fort Myers, FL
01/2020 to 12/2020

- Interaction with members, guests, and staff at a private golf course; handle players' bags, prepare and deliver golf carts, monitor pace of play, perform starter duties, driving range, and handle events.
- Interacted well with customers to build connections and nurture relationships

Sales Associate
Banana Republic Outlet Store / Fort Myers, FL
01/2019 to 12/2019

- Increased sales revenue by building strong rapport with customers and recommending appropriate products based on their needs.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Collaborated with team members to improve overall store performance, sharing best practices and offering support as needed.

Golf Outside Operations
Hawk Point Golf Course / Washington, NJ
01/2018 to 12/2018

- Outside service for members, manage golf carts, driving range, and bag drop, set up for golf events and tournaments, ball pick-up from driving range, meet and greet members and their guests, and cleaning and maintaining member 's clubs.
- Enhanced team productivity through effective delegation, communication and performance tracking.

Affiliations and Interests

Golf, Tennis, and Beta Theta Pi Fraternity Alumni