

SENIOR STUDENT ACCOUNTS OFFICER

Summary

Dedicated Financial Aid/Student Accounts Officer with 7 years of experience delivering outstanding service to prospective and current students and their parents. Well-versed in working with student information systems, Campusvue, PowerCampus and PowerFAIDS. Extensive experience working with student financial aid programs and federal regulations. Self-motivated professional highly proficient in developing creative solutions and implementing objective decision making. Maintains a positive attitude and works hard to build team relationships. Desires a role of increased responsibility and authority. Experienced in budgeting and strategic planning.

Highlights

- Microsoft Office
- ImageNow
- CampusVue
- PowerCampus
- PowerFAIDS
- VA Once
- Right Signature
- Ten Key
- Documentation and reporting
- Packaging student aid awards
- Federal financial aid need analysis
- Polished communication skills
- Process implementation
- Cultural sensitivity
- Problem resolution
- Member of NASFAA

Experience

Senior Student Accounts Officer

September 2012 Company Name 1/4 City, State

- Complete financial planning with prospective and current students
- Ensure that students are aware of enrollment requirements to receive Federal and Institutional Aid
- Award and certify Federal and Private Loans for undergraduate and graduate students
- Counsel and advise students and parents on their financial options and obligations
- Award financial aid and adjust funds due to enrollment status
- Audit student files to ensure compliance with Federal regulations
- Collect current and past due payments from new, current, and withdrawn students
- Work with students to set up payment plans that fit their budget and meet University guidelines
- Provide quality customer service to all students, faculty and staff
- Maintain logs and records of all tasks
- Train new employees
- Manage a caseload of 400 students
- Counsel VA students on their benefits
- Complete the financial aid verification process
- Responsible for invoicing self-pay students
- Responsible for retention goals
- Ensures students are financially eligible to continue their classes
- Maintain a performance record of at or above 99% of students to be packaged and repackaged
- Assist with Ready to Pay reports
- Assist with the Federal Work Study Program

Financial Aid Officer

December 2010 to September 2012 Company Name 1/4 City, State

- Completed financial planning with prospective and current students
- Counseled and advised students on their financial options and obligations
- Audited and reconciled VA and financial aid files to ensure compliance with Federal regulations
- Provided financial aid information to all groups within the organization
- Worked with other organizations and departments to promote Financial Aid awareness
- Developed and implemented policies and procedures within the department
- Helped hire, train and motivate new staff members within the department
- Certifying official for the Department of Veteran Affairs
- Served on the Student Activities Board
- Campus Facilitator for MBA distance learning classes
- Worked with students to set up payment plans that fit their budget and met University guidelines
- Helped maintain the 90/10 ratio.

Student Accounts Officer and Financial Aid Officer

April 2008 to September 2010 Company Name 1/4 City, State

- Completed financial planning with prospective students
- Counseled students on their financial obligations
- Certifying official for the Department of Veteran Affairs

- Handled accounts receivable and accounts payable
- Helped maintain the 90/10 ratio

Financial Service Representative

March 2007 to April 2008 Company Name i¼ City , State

- Sold, opened and maintained customer accounts
- Opened and closed loans
- Made sales goals
- Responsible for lobby management
- Licensed Insurance Agent of SunTrust Investment Services, Inc.
- Recommended innovative alternatives to customers reduce unnecessary
- Researched market trends and surveys and used information to stimulate sales
- Lectured on financial management strategies and problem resolution techniques

Teller Supervisor

September 2006 to March 2007 Company Name i¼ City , State

- Managed 5 tellers
- Created end of the month reports
- Enforced bank guidelines
- Handled customer complements and complaints
- Trained and coached new and current tellers
- Vault Teller

Financial Service Representative Level 2

January 2005 to January 2006 Company Name i¼ City , State

- Sold, opened and maintained customer accounts
- Opened and closed loans
- Led sales meetings

Teller

November 2004 to February 2006 Company Name i¼ City , State

- Made referrals for potential sales
- Advised customers on new products
- Cashed checks
- Handled deposits

Education

Masters of Business Administration : Human Resource Management , 2010 Colorado Technical University i¼ City , State GPA: GPA: 3.73

Human Resource Management GPA: 3.73

Bachelor of Science : Business Administration , 2008 Virginia Commonwealth University i¼ City , State

Small Business and Entrepreneurship

Select One

Interests

Additional Information

Skills