
Financial Aid Representative Resume

Job Objective

Qualified Financial Aid Representative seeking a position with growing firm in which to utilize my skills and expand my knowledge.

Highlights of Qualifications:

- Wide knowledge of Federal and State financial aid regulations
 - Proficient with internet and systems-based data, CRM and People Soft
 - Ability to maintain accurate and timely submission of financial aid packages
 - Ability to interact with all levels of individuals
 - Ability to perform diligent follow-up on missing paperwork
 - Ability to answer student questions concerning their financial aid package professionally,
 - Superior with customer-orientation and very professional
 - Solid organizational and superior listening, oral and written communication skills
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Professional Experience:

Financial Aid Representative
Career Education Corporation, Asheville NC
November 2006 – Present

- Handled telephone and email requests and queries
- Recommended learners suitable finance information and coached learners on financial aid
- Initiating proactive outreach efforts including outbound calls and emails to existing learners to address updates or changes or actions needed that the learner may not be aware of
- Updated call tracking database and outlined clear e-mails for learners
- Formulated statements for learners and adhered to all regulatory guidelines

Financial Aid Representative
Abilene Christian University, Asheville NC
February 2001 – October 2006

- Conducted interviews with freshly enrolled students and evaluated eligibility for federal financial aid.
 - Monitored NSLDS to check students who previously attended college as well as responded to student queries and counseled them when needed.
 - Acted at intermediary between the Admissions Advisor and the student and scheduled student appointments and helped them with additional funding.
 - Received payments and formulated daily bank deposit and reviewed account balance report.
 - Coordinated with financial institutions for the status of student loan applications and reviewed student financial aid files as well as aided student retention.
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Education:

Bachelor's Degree In Finance
Our Lady of the Lake College, Baton Rouge, LA

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