

# Jessica Claire

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## Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## Skills

- Decision Making
  - Work Planning
  - Problem Anticipation and Resolution
  - Adaptable to Changing Conditions
  - Proactive and Focused
  - Relationship Building
  - Sound Judgment
- Attention to Detail
  - Excellent Customer Service
  - Creative and Innovative
  - Willing to Learn
  - Prioritizing and Planning
  - Time Management
  - Strong written and spoken communication skills

## Experience

**Management Technician**, 02/2016 to Current  
**Slippery Rock University - Financial Aid** – City, STATE

### Technology and Communications Support

- Work with Directors and IT staff to ensure processing schedules are met and reports are run in a timely manner for proper checks and balances
- Make recommendations for communications to students and suggest populations to receive communication on an as-needed basis
- Keep up with Banner upgrades and new releases that impact daily processing and procedures
- Manage office phone functions via CC Supervision, set/adjust all phone queue and voicemail messages to accurately reflect times of operation, and complete work orders for new employee phone set up
- Regular use of Banner, Cognos, and Federal Database systems, out-of-state grant systems and dashboards, and Microsoft Office

### Reports and Data

- Monitor and review daily, weekly, and bi-weekly reports to ensure proper processing of awards for students with Federal Pell Grant, NCAA Athletics Aid, and Out-of-State Grants
- Perform checks of gift aid, suspended records, disbursement errors, Pell Grant LEUs, readmitted students, Return to Title IV, Banner Grouping, Satisfactory Academic Progress, unusual enrollment history, and make processing adjustments as necessary
- Proper knowledge of rules and regulations for processing Federal Title IV, PHEAA, NCAA, out-of-state grant, institutional, and private financial aid programs within compliance guidelines

### Customer Service

- Exercise excellent in-person, phone, and e-mail skills and manners to provide information to prospective and current students/families about financial aid programs, FAFSA procedures, deadlines, withdrawal policies, satisfactory academic progress policies, and all other aid information related to federal Title IV funding, PHEAA, institutional, and private financial aid programs, while upholding FERPA guidelines
- Develop and maintain an office phone and email correspondence schedule to ensure adequate service coverage within the office, and monitor call center queue and wait times to ensure best possible customer service is being provided

### Student Employment Supervisor

- Post available student-worker positions and form hiring committees to review applicants and conduct interviews for potential hiring
- Manage current student worker schedule, communicate changes to office staff when necessary, and approve hours worked in E-Time
- Delegate job duties within the office, with help from office staff

**Clerk Typist 3 (Confidential)**, 09/2015 to 02/2016  
**Slippery Rock University - Human Resources** – City, STATE

### Administrative and Technology

- Meet with AVP, daily, to review new or outstanding issues that need to be addressed, review calendar for upcoming appointments and meetings, organize meetings, and keep AVP on schedule as needed
- Perform front-office duties including greeting general public, employees, students, and others; answering questions or directing questions to appropriate HR/Payroll staff, answering phones, setting appointments or communicating schedule changes for AVP, and make conference room reservations when needed
- Receive, date stamp, sort, and distribute office mail
- Maintain, organize, and order all office supplies
- Prepare travel and manage memberships and subscriptions for AVP, HR, and Payroll staff/personnel
- Prepare all letters, memos, and announcements as needed
- Participate in the review, screening, and ranking of the Clerical Pool applicants twice a year and compare results with HR staff
- Maintain and distribute seniority lists for AFSCME, OPEIU, SCUPA, and SPFFA units
- Maintain seniority list of custodial workers who are requesting consideration for lateral transfer
- Regular use of Microsoft Office programs and SAP Database

### Confidential Filing and Record Keeping

- Create and maintain all confidential files for personnel, subject matters, arbitration, incident, and grievance files
- Maintain filing of all active job descriptions and essential functions and sort/archive non-active ones
- Maintain proper purge schedule for all files

**Clerk Typist 2 (Part-Time)**, 01/2014 to 09/2015  
**Slippery Rock University - Financial Aid** – City, STATE

### Administrative and Technology

- Responsible for all front-office duties including greeting students and families, assisting with their questions or notifying a director of their appointment, answering high volumes of phone calls and emails from prospective and current students and families and providing them with information on available financial aid programs, application deadlines, and other procedures
- Open, date-stamp, sort, and distribute incoming mail
- Purchase and maintain organization of office supplies
- Prepare work orders for printing services and mailing services and maintain supply of all printed materials for bulk mailings
- Generate and prepare outgoing correspondence mailings such as Financial Aid Offers, tracking and missing information letters, exit counseling notices, and satisfactory academic progress notices
- Assist Associate Director with administering the PHEAA State Work Study Program (SWSP) by monitoring wages and hours worked by students and complete reports and data entry within the PHEAA database

**Clerical Support Representative**, 05/2008 to 12/2013  
**Butler Refrigerated Meats** – City, STATE

### Warehouse Shipping, Receiving, and Inventory

- Regular use and knowledge of Manhattan and Oracle databases as well as Microsoft Office programs
- Answer/transfer calls from vendors or transportation companies
- Read and process purchase orders, bill-of-ladings, and shipping manifests and enter the data accurately into the system so that shipments could be received into the warehouse, orders could be selected and shipped out of the warehouse, and our warehouse logistics team could transport deliveries
- Prepare work orders through Manhattan for the warehouse selectors and dockworkers
- Perform various inventory checks and functions within the warehouse to ensure proper quantities for selection with use of an RF Unit

## Education and Training

**High School Diploma**: 06/2007  
**Slippery Rock Area High School** - Slippery Rock, PA