

Professional Summary

Perceptive Director and Consultant with solid record of accomplishment in attaining and surpassing targets during 22 year career. Stay on top of trends in education to maintain modern, efficient systems meeting needs of diverse students. Solid relationship-builder with decisive approach to solving operational problems. Eager to connect and train clients staff with prospective applicants with underutilized governmental and private aid programs. Dedicated to enhancing institutions' incoming student body diversity by maximizing financial contributions for deserving students. Creative Director of Financial Aid and Consultant committed to helping students connect with valuable financial aid programs. Dedicated to obtaining maximum contributions for each student from institutional, governmental and private financial aid programs. Dedicated consultant and Director professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational departments. Proficient consultant delivering encouragement and feedback to help both employers and employees be successful. Energetic professional with great poise. Well-trained in Federal Regulations.

Skills

- Financial aid disbursement
 - Loan and grant knowledge
 - Student advisement
 - Data verification
 - Financial aid applications
 - Financial aid package guidance
 - Federal Student Aid policies
 - FAFSA requirements
 - EDConnect, EDExpress, Excel, Word, Campus Cafe, COD, NSLDS, People Soft, Campus Vue, Global, Software Proficiency
- Dependable and Responsible
 - Interpersonal Communication
 - Planning and Coordination
 - Attention to Detail
 - Training and Development
 - Teamwork and Collaboration
 - Analytical and Critical Thinking
 - Organization and Time Management

Work History

Consultant, 01/2022 to Current

Eversana – Fort Worth, TX

- Improved performance, hiring practices and management systems to facilitate success of client's organization.
- Collaborated with teams to define, strategize and implement marketing and web strategies.
- Analyzed problematic areas to provide recommendations and solutions.
- Created and developed detailed work plans to meet business priorities and deadlines.
- Implemented practices and procedures to reduce expenditures and increase savings.
- On-boarded and managed new client accounts to boost retention rates.
- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities.
- Managed multiple deadlines across several businesses to meet dynamic needs of multiple clients.
- Coached staff on daily performance and conducted evaluations to constructively address concerns.
- Generated reports detailing findings and recommendations.
- Enhance financial aid packaging process by 50% to exceed goals.
- Boosted customer experiences by delivering superior customer service, issue resolution and merchandising.
- Educated staff on organizational mission and goals to help employees achieve success.
- Developed and updated tracking spreadsheets for clients to validate department improvement.
- Frequently inspected production area to verify proper equipment operation.

Director of Financial Aid, 05/2011 to 07/2021

Louisiana Tech University – Baton Rouge, LA

- Provided financial aid counseling to enrolled and prospective students.
- Reviewed initial financial aid applications for accuracy and compliance with reporting standards.
- Devised strategies to reduce expenses in payroll by reducing time in verifying files by creating process and procedures that eliminates errors, modernize operations and revamp procedures to improve institution operations.
- Increased school registrations over 20% with improved financial aid process and procedures by training staff and presenting student and parents with estimates in timely manner.
- Reviewed financial aid appeals, issuing secondary and final judgments on award packages.
- Communicated with prospective students to illustrate available financial aid opportunities within their choice of program
- Advised students in making academic decisions and financial management.
- Authored presentations and documentation for distribution to current and prospective students.
- Designed financial aid reward packages, aligning contents with individuals' monetary and logistical needs.
- Complied with state and federal financial aid guidelines and regulations.
- Assisted in development of student financial aid plans and packages.
- Processed federal financial aid verification per federal financial aid guidelines.

Director of Financial Aid, 01/2011 to 08/2012

Louisiana Tech University – Bossier City, LA

- Provided financial aid counseling to enrolled and prospective students.
- Reviewed initial financial aid applications for accuracy and compliance with reporting standards.
- Devised strategies to reduce expenses, modernize operations and revamp procedures to improve institution operations.
- Performed needs analysis of applications, accounting for financial and federal loans background information from government websites.
- Reviewed financial aid appeals, issuing secondary and final judgments on award packages.
- Communicated with prospective students to illustrate available financial aid opportunities within their areas of studies.
- Advised students in making academic decisions and financial management.
- Authored presentations and documentation for distribution to current and prospective students.
- Designed financial aid reward packages, aligning contents with individuals' monetary and logistical needs.
- Represented financial aid office at group meetings with high school students and parents.
- Complied with state and federal financial aid guidelines and regulations.
- Assisted in development of student financial aid plans and packages.
- Counseled students and parents about financial aid options and program details.
- Processed federal financial aid verification's per financial aid federal guidelines

Consultant, 01/2005 to 01/2011

Eversana – Gilbertsville, KY

- Successfully Improved performance, hiring practices and management systems to facilitate success of client's organization.
- Collaborated with teams to define, strategize and implement marketing and web strategies.
- Analyzed problematic areas to provide recommendations and solutions.
- Created and developed detailed work plans to meet business priorities and deadlines.
- Implemented practices and procedures to reduce expenditures and increase savings.
- Aligned closely with business owners and employees to gather information and gain operational insight.
- Prepared presentations to explain revisions, enhancements and process improvements of organization's systems and programs.
- Onboarded and managed new client accounts to boost retention rates.
- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities.
- Managed multiple deadlines across several businesses to meet dynamic needs of multiple clients.
- Coached staff on daily performance and conducted evaluations to constructively address concerns.
- Generated reports detailing findings and recommendations.
- Enhanced production of packaging and file accuracy to exceed goals.
- Boosted customer experiences by delivering superior customer service, issue resolution and merchandising.
- Observed packing operations to verify conformance to specifications.
- Educated staff on organizational mission and goals to help employees achieve success.

Education

MBA: Business Management, 07/2016

California Miramar University - San Diego, CA

- Awarded Magna Cum Laude

Bachelor of Science: Business Management, 2003

University of Phoenix - Costa Mesa, CA