

JESSICA CLAIRE

 resumesample@example.com
 (555) 432-1000
 Montgomery Street, San Francisco, CA 94105

SKILLS

- Strategic Recommendations
- Medical Terminology
- Financial Reporting Coordination
- Operating Plans Development
- Policy and Program Development
- Regulatory Requirements

EDUCATION

University of Central Texas
Killeen, TX • 05/2007

Bachelor of Arts Degree: Business Administration- Management

Capella University
Minneapolis, MN • 6/2023

Master of Science: Business Administration - Operations

PROFESSIONAL SUMMARY

Six Sigma Process Improvement Certified- Green Belt professional seeking a challenging position in the field of Operations Management, Financial Aid Management, or Student Services within a dynamic organization with the opportunity for long-term professional growth.

WORK HISTORY

Keiser University - Sr Medical Education Director
New Port Richey, FL • 04/2020 - Current

- Establish the strategic plan to ensure Jersey College is the top educational college for the Nursing program
- oversee the day-to-day operations of various educational initiatives related to content acquisition and user engagement
- Formalize goals and objectives that align with business objectives; define expectations for direct report(s)
- Identify barriers to success and develop new processes to optimize workflow
- monitors and tracks results; develop and standardize a comprehensive view for the executive team based on KPIs for the execution of the business initiatives
- Participates in key meetings with physician content contributors and institution decision makers where specific challenges need to be addressed with a solution.
- Provides guidance and counseling to assist in continuous professional development of direct reports, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
- interview, hire, and train employees
- monitor compliance and federal regulations with accrediting bodies.

Hope College Of Arts & Science - Sr. Director of Administration & Operations
City, STATE • 01/2017 - 03/2020

- Responsible for the day-to-day operation and cohesive functioning of the various administrative departments
- Responsible for communicating with the Campus Dean and Main Campus Admissions, Financial Aid, Bursar, and Registration departments regarding potential, current, and graduating student issues
- Maintain familiarity with internal policies and procedures and abide by regulatory guidelines established by the appropriate organizations
- Responsible for recruitment, scheduling, counseling, and performance evaluation of all administrative services employees with central campus leadership
- Oversee invoice processing, petty cash management, deposits, and other reconciliations at the campus level
- Compile, prepare, and submit all necessary paperwork to Human Resources for new and existing employees as needed or as requested by the Human Resources department
- Functions as the human resources coordinator for the local Campus
- Responsible for bi-weekly time and attendance reports, employee files, employee onboarding, and requirements for employment
- Coordinate all processes involved in on-campus events
- Advise the Dean on all administrative matters and maintain a proactive approach to maintaining campus physical space, office morale, and internal consistency
- Facilitate the creation of student-friendly quarterly class schedules in conjunction with clinical availability as directed by the Dean, program directors, and coordinators
- Facilitate communications between the academic and administrative services of the College to enhance productivity, maintain a positive working environment, strengthen productivity maintain a positive working environment, and improve customer service for students
- Coordinate and assign activities related to quarterly orientation and graduation, and admission testing (PAX/ATI TEAS)
- Coordination of student evaluations of courses, services, and faculty
- Coordination of Hope Campus Facilities safety plan at local campus sites
- Coordination of monitoring Hope equipment and supply inventory at local campus sites
- Responsible for fielding non-academic complaints and solving problems as appropriate when campus personnel cannot do so
- Perform other duties as needed to support the administrative services of the Campus.

Kaplan University - Financial Aid Operations Manager
City, STATE • 05/2008 - 06/2017

- Supervised four sub-teams within the financial department
- Managed the Electronic Data Exchange (EDE) with the Department of Education
- Performed satisfactory academic progress procedures
- Advised students regarding financial aid concerns
- Assisted in the development, modification, and maintenance of policies and procedures
- Managed the refund (R2T4) audit process
- Ensured the financial aid office was properly servicing and processing new and continuing financial aid applications; completed all internal and external reporting requirements
- Ensured Title IV compliance for the financial aid programs comply with DOE by directing and monitoring operations and using ADHOC guidelines
- Hire, coach, and train staff members, then follow up with coaching, counseling, and evaluation
- Experience working with ED Connect, G5, Campus Vue, CPS, NSLDS, and account reconciliation
- Responsible for the preparation and submission of the annual Fiscal Operations Report and Application to Participate (FISAP)
- Led the financial literacy program, conducting financial aid presentations

Kaplan University - Financial Aid Officer
City, STATE • 01/2006 - 04/2008

- Perform financial aid processing of Title IV, State, Institutional, and third-party aid
- Responsible for communicating with students, faculty, and staff regarding financial aid matters
- Research and resolve student financial aid issues as necessary
- Assist in the development of policies and procedures for the office
- Assist the Manager in ensuring the regulatory compliance of Title IV is adhered to
- Counsel students regarding the financial aid process
- Worked in an effective team environment
- Communicated effectively in both written and oral