

# Windee Dixon

## Financial Aid Officer - Art Institute of CA

Canyon Lake, CA

windeeddixon@yahoo.com - (951) 434-2276

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Financial Aid Officer

Education Management Corporation - San Bernardino, CA - July 2012 to August 2015

Developed, negotiated, and finalized new and continuing student financial plans consistent with financial planning policies and procedures and with Federal/State regulation for awarding aid.

Worked closely with new, continuing, and re-entry students and their families to ensure the plan and re-plan best met the needs of the families.

Counseled students on all acceptances and other matters related directly to the student financial plan.

Maintained an 100% planning caseload of up to 200 students per quarter.

Proficient in timely collections of 90-100% aid paid consistently by end of 5th week of term.

Certified loan applications and completed Verifications/QA and C Codes.

Assigned over Cal Grant Reconciliation; Pell Grant Reconciliation; R2T4 Report.

Assisted student/parent with the completion of the FAFSA and reviewed ISIR.

Assigned the appropriate budget, package the student (award the aid) as well as ensure that the aid is paid to student's accounts in a timely manner.

Managed 3 employees during special events.

Knowledgeable with NSLDS, COD, Campus Vue, WebGrants, FAFSA, Title IV Funding, Reconciliation Reports.

#### Instructional Facilitator

Mercury Online Academy of Southern California - San Jacinto, CA - November 2010 to June 2012

Taught core subjects of English, Math, and Science for grades K-12th Grade

Motivated students to achieve their highest level of ability and potential through classroom activities.

Provided lesson plans to support the online learning environment.

Demonstrated sensitivity to different learning styles.

Demonstrated classroom techniques: the art of questioning; clarity of assignments; communication in large and small groups; one-on-one; atmosphere of mutual respect; independent thought and expression; and student and teacher experiences.

Work cooperatively with parents

Enforced rules and regulations and ensured a safe environment.

Overseer of State Proctor Testing

#### Intercession Teacher

Acquire Educational Services - Rialto, CA - August 2007 to August 2010

Responsibilities

Taught core subject English and Math for grades K-12th in the San Bernardino Unified School District

Facilitator of State Proctor Testing

Administrative and clerical duties

### **Dental Receptionist/Claims**

Pacific Dental Services - Eastvale, CA - December 2005 to August 2007

Acted as a communication link for patients visiting the dental clinic – Presented as first point of contact for patients who were visiting the clinic for treatments.

Assisted patients in scheduling appointments – Provided information and made appointments with dentists.

Posted charges and payments.

Calculated fees for treatment based on various fee schedules.

Educated patients concerning insurance benefits.

Verified patient benefits eligibility.

Assisted patients with financing options, insurance questions, and treatment concerns.

Complied with all Safety, Emergency, Hazard, OSHA, HIPAA, Sterilization, Clinical, Quality Assurance and Administrative Plans, Policies, Guidelines, Protocol, and Standards

Took the initiative to take on tracking claims with dental insurances and saved company thousands of dollars.

Made bank deposits and opened and closed office.

### **Program Assistant**

Pathways to Wellness - Oakland, CA - January 2003 to December 2005

Responsible for the overall management of the physician's clinical practice.

Managed all aspects of the physician's complex calendars and updated all required systems with the physician's schedule.

Verified patient's insurance eligibility.

Scheduled patient appointments

Ensured that clients received and completed intake paperwork.

Assisted in ensuring all documentation (intake paperwork; correspondence; lab work, etc) was properly in a file and filed away.

Maintained Office Supplies, Data Entry, and Filing

Opened/closed office; tidy reception, lobby, and staff area.

### **EDUCATION**

#### **MBA in Business Administration**

South University - Savannah, GA

2013 to 2015

### **SKILLS**

Microsoft Word (10+ years), Microsoft Excel (6 years), Powerpoint Presentations (10+ years), Data Entry (10+ years), Customer Service (10+ years), Outlook (10+ years), Teaching (6 years), Team Player (10+ years), 10-Key (6 years), Accounts Receivable (4 years), Reports (10+ years), Phone Skills (10+ years)

### **AWARDS**

#### **Repack Queen Award-Financial Aid**

September 2012

I had to create financial aid packages for a caseload of 200+ students. My assignment was done before the deadline and was accurate. So I was awarded an award for completion.

## CERTIFICATIONS

### **Customer Service Certification**

August 2012 to Present