

# Johanna Casimir-Mahoney

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Training, Customer Service, and Document Processing professional with over 10 years of direct experience. History leading training development actions, improving training operations, tracking sensitive personal information, and executing accurate data entry. Experience presenting to and training large groups, and creating process documentation. Earned Masters in Instructional Science and Technology.

## Professional History

### **Associate Governmental Program Analyst** *California Department of Finance, Sacramento, CA 2015 – Present*

- Responsible for partnering with department managers and supervisors to identify training needs and develop curriculum for staff; conduct research and employee surveys to determine training topics, develop annual training schedules, and lead review and analysis of past trainings to identify and implement improvements.
- Lead development of training for Trainers including writing style guidelines and effective presentation practices, and employee and task-based trainings for particular annual department goals and projects; new trainings have resulted in greater employee efficiency as well as high levels of job satisfaction and confidence according to post-training evaluations.
- Contribute to training operations, including setting up computer equipment and organizing training materials; assist trainers throughout classes with digital slides, audio and video, and staff break out sessions.
- Develop new job-aids, and training materials for staff, including documentation and videos covering website navigation, training requests, processing of requests, and invoicing; improved overall knowledge of staff, created centralized repository for documentation, and ensured accurate operations.
- Created and maintain updated training records in new Excel database, track attendance at and completion of training for all staff and management; ensure employees completed all required trainings within timeline, provide reports to managers, and ensure department remains in compliance with state mandates, also contribute to succession planning.
- Updated all training presentations to more interactive and attractive Prezi platform, gathered and updated all training content, and designed new presentation outlines; received positive feedback from staff and management, improved engagement, and inspired other departments to update to platform.
- Updated training evaluations and assessments in Survey Monkey, improved wording of questions, and applied more attractive design; increased participation in trainings, number of surveys completed, and overall value of user data for use in improvements to future trainings.
- Developed new Microsoft Access database to track computer equipment and room keys, developed checkout process, and trained staff on use; new process improved tracking of expensive and sensitive equipment and enabled smooth training operations.
- Responsible for processing upwards of 16 Public Records Act requests monthly, determine exact records being requested, correct department to retrieve them from, and work with interdepartmental and legal staff to collect required information; actions have reduced total processing time, maintained compliance with 10 day response period, and increased accuracy of delivered records.

### **Financial Aid Analyst** *California State University Monterey Bay, Seaside, CA 2015*

- Promoted due to continued above average performance, advanced knowledge of subject matter.
- Responsible for analyzing and resolving issues and discrepancies, and responding to student, parent, and staff inquiries related to the back end processing, tracking, and submission of student loans.
- Provide technical training to staff on all matters related to the operational activities of the Financial Aid division.
- Create instructions, procedures, guides, and manuals for processing, tracking, and submission of student loans;

create documentation for technical and nontechnical audience.

- Partner with District and college staff on specially assigned projects.

**Financial Aid Counselor** *California State University Monterey Bay, Seaside, CA 2009 – 2015*

- Responsible for processing Federal College Financial Aid applications for over 2,000 students annually; tasked with auditing and submitting accurate packet information, tracking application progress, and updating all parties.
- Conduct in person meetings with students and parents to review applications and proper next steps; hold group workshops and presentations on financial aid during student orientation.
- Directly advise over 6,000 students and parents about financial aid, aid programs, cost, and indebtedness annually; educate students on loan amounts and maximums, how to remain eligible for future funding by maintaining good standing with school, and provide council on personal finance and student loan best practices.
- Collect and analyze student's financial data to determine eligibility and awards within federal guidelines; award and distribute financial aid in a timely manner.
- Track each individual students total loan amounts though the Department of Education's Central Processing and National Student Loan Data System; monitor loans and grants received from previous institutions and calculate amount student would need to maintain compliance with Title IV.

**Admissions Specialist** *California State University Monterey Bay, Seaside, CA 2008 – 2009*

- Responsible for entering over 1500 weekly inquiries and admissions transactions in PeopleSoft CRM; ensured accuracy for all entered student academic data to quickly process requests and paperwork.
- Processed over 200 transcript and test score codes from Electronic Admission Application (XAP) daily; transcribed data from HTML format to plain text to allow advisors to review and process new student applications.
- Audited student application documents, including high school transcripts, ACT and SAT scores, and letters of recommendation; checked for repeated courses taken, grades for each course, and calculated grade point average.

**Administrative Support Assistant** *California State University Monterey Bay, Seaside, CA 2008*

- Validated student records and signed on transfer during the implementation of PeopleSoft CMS; assisted in the clean up of errors in the student information in CMS, corrected 300 records daily.
- Maintained confidentiality regarding sensitive student records, personal information, and financial status.

**Records and Registration Student Assistant** *California State University Monterey Bay, Seaside, CA 2002 – 2007*

- Assisted department in processing and mailing official transcripts and diplomas; developed training documentation and provided on-the-job training for all new student assistants.
- Provided assistance for students and parents over the phone and in person; helped with procedures for adding or dropping classes, final grade postings, and requesting official student transcripts and other academic documentation.

**Education Masters of Science, Instructional Science and Technology,**

**GPA 3.5/4.0** *California State University Monterey Bay, Seaside, CA*

**Bachelor of Arts Degree, Human Communications**

*California State University Monterey Bay, Seaside, CA*