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WORK EXPERIENCE

Emerson College- Boston, MA

November 2009-August 2011

Account Manager & Perkins Loan Coordinator (Interim)

June 2011- August 2011

Office of Student Accounts

Duties: To manage the accounts of approximately 2100 students, generate individual bills, ensure timely payment is made to the college and correspond with delinquent students to make payments. Regular contact with students and their families via telephone, email and in-person contact required. As Perkins Loan Coordinator, responsible for exit counseling, repayment and reporting delinquencies to collections agencies, as well as working with internal and external offices to process refunds from loan consolidation and overpayment. Also managed the accounts of students with international scholarships and pre-paid tuition programs.

Student Service Advisor

November 2009- June 2011

Student Service Center

Duties: To assist students, prospective students and their families in regard to financial aid, billing, student employment and registrar issues. Through in person and telephone contact provide in depth information about the FAFSA, Federal and institutional aid requirements, loan options, payment plans, Federal Work Study and academic requirements with excellent customer service while maintaining student confidentiality. Maintained a semi-supervisory role over the office's student workers and served as liaison to the Office of the Registrar.

SUNY System Administration- Albany, NY

Agency Services Representative (Seasonal)

Aug. 2009- October 2009

Recruitment Response Center

Sept. 2008- March 2009

Duties: To communicate with current applicants, their families and college counselors via email, phone calls and an online chat service during the application process to the 64 campus State University of New York.

Maintained contact with up to 100 applicants per day to: trouble shoot computer problems, process payments, prepare mailings and contact prospective students.

Double H Ranch- Lake Luzerne, NY

June-August 2009

Title: Program Staff, Outdoor Extreme (Seasonal)

Duties: To design and implement activities for 6-16 year old campers suffering from life-threatening illnesses. Activities include nature hikes, fire-building/ outdoor cooking and camping. In addition to programming, duties also include personal/bathroom care and assisting campers at mealtimes, while maintaining confidentiality at all times.

EDUCATION

Bachelor of Arts- Geography

August 2008

State University of New York, College at Plattsburgh

The Center for Earth and Environmental Sciences

National Outdoor Leadership School (NOLS)

Summer 2007

Gained leadership, communication and judgment and decision making skills while leading peers on extended kayaking, backpacking and mountaineering expeditions in the Alaskan wilderness. This semester-long experience culminated with the submission of a written portfolio to a SUNY Plattsburgh faculty member.