

Christopher Hill

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EXPERIENCE

Zenith Education, Tampa — *Financial Aid Planner*

2010 - 2018

I provide support to students in the process of obtaining financial aid by walking them through the steps needed for their application, helping them through the FAFSA and answering any questions they may have. I review taxes to ensure they match up with the FAFSA, and collect and package documents for the students. I use the knowledge and experience I have developed to assist and train other employees when needed.

Citibank, Tampa — *Financial Associate*

2008 - 2010

I worked as the Ambassador of Maingate and Internet Services, which is the liaison between upper management and lower level associates. My responsibilities included online technical support for clients and employees, data entry of timesheets, and researching accounts for auditing purposes. I was responsible for assisting clients to make sound financial decisions and helping improve the client's banking relationship.

GE Consumer Finance, Tampa — *Training Manager*

2005 - 2008

My job entailed managing new employees, setting up new login permissions, and troubleshooting IT issues sitewide while giving and receiving feedback to the employees and business operations. I manipulated accounts to satisfy the customer's requests, ensuring they stayed within company guidelines. I am a Subject Matter expert in multiple areas and have trained new associates.

EDUCATION

Florida State University, Tallahassee — *Bachelor's in Finance*

1999 - 2004

Real Estate, Florida — *Licensed Sales Associate*

2015 - PRESENT

SKILLED IN:

Microsoft Office Applications

FDR

Workstation

Evolve

Aspect

CashEdge

CWS

Pega

CampusVue

Application Troubleshooting

Property Management

Mortgage processing

Student Loan processing