

RHONDA POWELL-SARGEANT

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Magnolia, DE 19962



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EDUCATION

Delaware State University

Master of Arts
Historic Preservation
August 2010 to May 2012

Delaware State University

Bachelor of Arts
Communications
August 1991 to May 1996

SKILLS

Scholarship Awarding, Processing,
Disbursing, and Reconciliation

Direct/Alternative Loan, Processing,
Disbursing, and Reconciliation

SAP/Verification/Counseling

Training/Development

COMPUTER SKILLS

Banner SIS/ ERP Functionality

Microsoft Office, G Suite

SQL Developer, Automic, Argos

SAIG, CPS, NSLDS, COD, EdConnect,
TD Client

OpenNet, Elm, Slack, Zoom, WebEx

AFFILIATIONS

NASFAA, EASFAA, and
DE DC MD ASFAA

PROFILE

Hardworking and knowledgeable individual with increased responsibility for multiple processes who is looking to pivot into the IT Industry. Individual with a record of increased responsibility. Excellent listening skills, as well as oral, written, and communication skills. Highly focused problem solver who is able to adapt to fast paced environments. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary.

EXPERIENCE

ERP Functional Lead For Student Financial Aid

10/2013 – Present

Delaware State University, Dover, DE, 19901

- Manages day-to-day operations/technology usage within the Office of Student Financial Aid to increase efficiency, including troubleshooting issues with Information Technology (IT) and other related departments.
- Serves as a subject matter expert for the SIS Banner Financial Aid Module and software used by the Office of Student Financial Aid
- Assists with the development of SIS BANNER processes and other systems applicable to the FA module
- Works with counterparts on campus such as IT, Student Financial Aid, Student Accounts, Records and Registration, and Undergraduate/Graduate Admissions to ensure all experience communications and technology interfaces in a seamless fashion.
- Worked with IT to resolve difficult problems, improve operations and provide exceptional customer service.
- Manages the import/export process between SIS Banner and ED systems via EdConnect.
- Develops and trains end-users on best practices and software purchased by the University
- Maintains awareness of technical trends and strategies in higher education.
- Testing new releases, modules, and patches, troubleshooting systems issues, and documenting processes
- Automating processes, running and building reports/queries, and recommending enhancements
- Completes routine report processing via SQL Developer, Argos and Business Intelligence Portal

Financial Aid Loan Officer

07/2008 – 10/2013

Delaware State University, Dover, DE, 19901

- Managed, Reconciled, and processed all Alternative Student Loans as well as processing Title IV funding
- Counseled students on all Financial Aid practices and procedures.
- Coordinated the Financial Aid SAT Prep Outreach Program
- Complying with Title IV, State, and Institutional compliance regulations

Mortgage Underwriter

07/2002 – 01/2008

PHH Mortgage, Mt Laurel, NJ

- Underwrote conforming and non-conforming loans according to FNMA and FHLMC guidelines
- Evaluated appraisals, title reports, flood certifications, hazard insurance, income and credit documentation
- Reviewed Financial statement analysis, tax documents, and loan documents for accuracy

REFERENCES

Available upon request