

Education	Herberger Institute for Design & the Arts, Arizona State University, Tempe, AZ Bachelor of the Fine Arts (Drawing)	05/2016 GPA: 3.43
Membership, Awards, and Scholarships	<ul style="list-style-type: none">■ Student Worker of the Year, Arizona State University■ Regent High Honors Endorsement Scholar, Arizona Board of Regents	2015-2016 2012-2016
Professional Experience	<p><i>Student Services Specialist</i>, GateWay Community College Financial Aid, Phoenix, AZ, 04/2022 – 10/2024</p> <ul style="list-style-type: none">■ Accurately perform technically complex Title IV processes including review of financial aid applications, packaging student financial aid inclusive of verification, awarding, authorization of funds, corrections to ISIRs, and post award adjustments.■ Process reports and research student accounts with attention to detail to award federal aid packages for both Credit and Clock Hour students.■ Efficiently and securely handle intake of sensitive documents containing confidential information including data entry, scanning, and filing of financial aid, scholarships, and FAFSA applications in compliance with federal eligibility guidelines.■ Assist in analyzing and interpreting of regulations for financial aid programs and respond to inquiries requiring detailed knowledge of regulations and policies for internal and external customers. <p><i>Student Learning Facilitator</i>, GateWay Community College Learning Center, Phoenix, AZ 02/2020 - 04/2022</p> <ul style="list-style-type: none">■ Aided students with review of math course concepts ranging all math levels from College Algebra to Calculus, Probability and Statistics.■ Improved students' course-based study strategies via both in-person and online modalities and developed content for and facilitated assigned review/prep sessions. <p><i>Asian In-Language Injury Claims Specialist</i>, State Farm Mutual, Tempe, AZ 12/2018 - 07/2019</p> <ul style="list-style-type: none">■ Thoroughly investigated claims by conducting in-depth recorded statements with insureds, claimants and independent eyewitnesses and reviewing police reports to ensure timely liability and coverage resolution.■ Evaluated, negotiated and settled injury and auto claims in English and Vietnamese with accuracy to include verification of coverage, legal liability and extent of damage to person and property by reviewing pertinent medical bills and records and researching injury causation while appropriately delegating property damage payments to resolve claims for fair settlement amounts. <p><i>Injury Claims Associate</i>, State Farm Mutual, Tempe, AZ 12/2016 - 12/2018</p> <ul style="list-style-type: none">■ Explained terms of auto policy, applied claims settlement procedures to handle claims, initiate claim payment process and close files.■ Researched, resolved, and settled claims within approved limits and/or as directed while enforcing auto policies, state statutes, and insurance regulations through continual training to maintain good faith claims handling and to protect policyholders. <p><i>Financial Aid Specialist</i>, ASU Financial Aid, Tempe, AZ 05/2016 - 12/2016</p> <ul style="list-style-type: none">■ Handled escalated inquiries, routed queries to other financial departments as necessary, supervised student workers and student worker schedules.■ Participated in the development and implementation of escalation strategies between student workers, ASU Staff, and ASU Help Desk.	

Federal Work Study Student Lead, ASU Financial Aid, Tempe, AZ

07/2012 - 05/2016

- Fulfilled duties of a student worker in addition to training new employees through shadowing, being shadowed and routinely answering case specific questions.
- Developed and updated training materials in collaboration with the Student Lead team.
- Mediated communication between student workers and upper management.
- Resolved inquiries from students in-person, via phone, and Salesforce CRM systems and processed documents in compliance with federal policies in a high-pressure professional environment.
- Aided in development of the filing system and committed archived documentation to digital format.

SKILLS

- Well-versed in Microsoft Office programs (Word, PowerPoint, Excel) and Google programs (Drive, Docs, Sheets) as well as internal programs (Peoplesoft, Salesforce CRM, ECM)
- Excellent verbal and written communication
- Bilingual (English and Vietnamese)
- Experience in multi-line phone use and escalations
- Novice in HTML, CSS, JavaScript, TypeScript, NodeJS, React and Servers/APIs

References available upon request.