

# SCOTT CORMIER, MLIS

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[www.informationoccupation.net/scott.html](http://www.informationoccupation.net/scott.html)

*Connecting people with useful information and improving processes for sustainable results.*

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## PROFESSIONAL EXPERIENCE

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**Chicago, IL then Fort Lauderdale, FL**  
**2007 – Present: Purdue University Global**

*12/2013 to present*

**Financial Aid Student Service Coordinator, Processing Team:** Updated information in the CampusNexus Student Information System, and other CRM databases. Known as an independent problem solver, I identified ways to increase efficiency and improve quality, then demonstrated speed and accuracy by processing more than fourteen files per hour with nearly 100% QA scores. Collaborated with teammates to meet/exceed goals and increase customer satisfaction.

*5/2012 to 12/2013*

**Manager, Florida:** Planned, organized, monitored, and managed daily processes and operations. Responsible for a team of up to eighteen direct reports in a new financial aid call center focusing on customer service, document collection and one-call resolution. Assisted students, conducted meetings, coached and developed staff, and tracked metrics like quality assurance, call volume, not ready time, and average handle time. **Example project:** The successful development and maintenance of a Chat service using *Liveperson* software to support students. Edited scripts and materials while working with project management to establish and update documentation to enable effective training and auditing.

*12/2009 to 5/2012*

**Manager, Chicago:** Managed a team of seven direct reports. Responsible for escalated issues, coaching, holding staff accountable, and reporting on metrics to upper leadership. Also conducted interviews, completed performance reviews, and managed team morale during a conversion from generalized to specialized roles. Solved problems by completing research, sharing information and cooperating with others. **Example project:** I developed a QA process for agents in the Chicago office and met with them monthly as a group to offer feedback, improve standards and processes, solve problems and execute tasks more effectively, and ensure effective Knowledge Management practices.

**Chicago, IL ✦ 4/1999 to 11/2006:**  
**Atlas Galleries, Hilligoss Galleries, Billy Hork Galleries**

**Art Consultant:** Gained experience representing hundreds of artists in three different galleries. Learned to manage collections, maintain records, and complete interviews to help collectors focus their goals. Worked with leadership and teammates to develop and improve upon best practices, including steps, scripts, and customer communications. Learned project management skills while completing installations and working more than fifty shows. I demonstrated organization and independence while building and maintaining relationships with a diverse group of clients from all over the country and gained expertise on a range of artists, including local talent and old masters.

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## EDUCATION

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**University of Washington, Seattle, WA: 2017 – Master of Library and Information Science**

**Louisiana State University, Baton Rouge, LA: 1995 – Dual Major: English Literature and History**

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## ADDITIONAL INFORMATION

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### TECHNICAL SKILLS

LivePerson, CampusNexus, Regent 8, Google Docs, COD, NSLDS, Microsoft Office Suite, Visio, Skillsoft, Powerpoint, Photoshop, Peoplesoft, HTML, Bootstrap, CSS, Python/Pandas in Jupyter, InfoView, CC Pulse, and Sharepoint for ticketing.

### OTHER PROJECTS OF NOTE

Ghost-wrote a coffee table book about a Louisiana folk artist.