Financial Aid Office (NVCC-Annandale)

Position #

Hello,

           My name is Shaan Taneja. I have recently completed my Masters of Science in Information Systems (Software Engineering) from Strayer University. I also hold a Bachelor degree in Information Technology (Database) from Strayer University, as well as about two years of course works at Northern Virginia Community College.

In the past eight years, I have been working in different positions that have helped me to enhance my customer service, interpersonal, communications, technology, and self-development skills. I have 5+ years of customer service experience in the food industry, several customer service and technology related internships, and a 2 years of full-time experience as a Financial Aid and Veterans Certifying officer at Strayer University. I assisted veterans and other students in applying for admissions and financial aid. I was the focal point for students to get all their financial aid questions and inquiries done and problems resolved. As required, I contacted students to assist them in completion of the application or problem resolution. I logged, organized, and maintained necessary data and prepared weekly financial aid reports providing student and financial metrics. I utilized office equipment in support of Financial Aid office activities. Had to troubleshoot technology & equipment problems or communicated with equipment vendors for an expeditious maintenance.

 In addition, I have been a paid intern for the United States Government Printing Office (3 times) conducting business analyst tasks,  requirements capturing, testing, quality control, website design and development, end-user ad-hoc reporting utilizing MS-Access, SQL, Excel, and SharePoint software. The website improvements I suggested and designed benefitted the GPO Online Book Store and the overall agency.

I would appreciate your consideration for this position. I am looking forward to hearing from you and meeting with you at your earliest convenience. Please let me know if any additional information is desired.

Thank you very much,

 Sincerely,

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