

March 18, 2013

Graduate Assistanceship
Rochester Institute of Technology
One Lomb Memorial Dr
Rochester NY 14623

To Whom It May Concern:

My name is Joseph Schmitthenner and I am a graduate of Nazareth College of Rochester with a degree in Business Administration. While at Nazareth, I dual minored in both Economics and Psychology. I also explored my interest in higher education by becoming a Student Ambassador within the Office of Admissions. My position included numerous activities designed to market the Nazareth College brand to prospective students. My main responsibilities were to assist the admissions counselors and staff by giving tours, assisting during on-campus events and with transcript and application review.

Since graduating, I have taken time to volunteer through the AmeriCorps program as a paralegal at the Monroe County Legal Assistance Center. My primary responsibilities were screening prospective clients to match them with specific practice areas and assisting attorneys with casework. Throughout this position I worked with a diverse group of co-workers and clients in order to advance agency goals and assist with funding directives. This position required a significant amount of knowledge about agency practice areas and emphasized customer service.

After my term of service ended, I located a job where a similar counseling mentality was required. I became a Certified Credit Advisor at Consumer Credit Counseling Services of Rochester. This position expounded upon my previous counseling and marketing experience and I was trained to diagnose specific financial problems and assist clients by matching these issues with products available. This position relied heavily on base of knowledge about various credit issues and products, including student loan eligibility and repayment methods. This position also emphasized exemplary customer service both in-person and over the phone.

I am extremely interested in continuing this focus, primarily within higher education. I would like to use the knowledge and the experience I have developed to assist prospective students with their own college application process. I am also motivated to assist current students develop an understanding about their investment in education and the opportunities that it can afford. I believe that my skills, enthusiasm and experience in marketing the various products and brands of the agencies in which I have worked give me a unique set of skills. These skills and my previous experience within higher education admissions will offer me a competitive edge, as well as provide me with the necessary background knowledge to integrate within Rochester Institute of Technology. I believe that, if hired, I will become an asset to the community, which will in turn assist me in advancing my own career with additional education.

Thank you very much for the opportunity to apply. Please feel free to contact me with any questions or additional information at (585) 478-1818. I look forward to continuing the application process.

Sincerely,

Joseph Schmitthenner

Joseph Schmitthenner

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EDUCATION

Nazareth College of Rochester

B.S. in Business Administration
Concentration in Economics
Minor: Psychology
May 2010
Dean's List

Ithaca College

Exploratory Major
(9/06-5/07)
Dean's List
Presidential Scholarship
Leadership Scholarship

Selected Coursework

- Principles of Marketing
- Principles of Accounting
- Corporate Finance
- Organization and Management
- Computer Applications
- Business Law

COUNSELING EXPERIENCE

Consumer Credit Counseling Services of Rochester, Rochester, NY (August 2011-Present)

Certified Credit Counselor/Account Specialist

- Responsible for interviewing and counseling new and existing clients with financial difficulties in an attempt to assist through programs and education.
- Developed and maintained client databases and files to assist with client retention.
- Managed a pipeline of new and existing clients in an effort to activate and retain clients on various programs.
- Participated in the development and marketing of new organizational programs and education offerings for the public.
- Represented the organization at various community and public events.

Monroe County Legal Assistance Center, Rochester, NY (August 2010-August 2011)

AmeriCorps Paralegal

- Screened prospective clients on the phone and in person for issues that fell within practice areas. Offered advice and facilitated the scheduling of new cases.
- Responsible for representing the organization at various community and special events.
- Assisted with representation at Unemployment Hearings, Department of Social Services Hearings, and hearings in Rochester City Housing Court.
- Performed legal research for attorneys using Westlaw and various government databases.
- Assisted attorneys with drafting correspondence including: memorandums of law, Motions in court, Answers, and numerous brochures regarding practice area.
- Responsible for data entry in various time-keeping and other databases.

HIGHER EDUCATION EXPERIENCE

Nazareth College Office of Admissions, Rochester, NY (May 2008-Present)

Student Ambassador

- Responsible for marketing the Nazareth College brand to prospective students.
- Corresponded with prospective applicants via email, telephone, and regular mail.
- Represented Nazareth College by giving tours of the campus and organizing and assisting during college visits and on campus events.
- Assisted with marketing activities and organization during college fairs and Rochester National College Fair.
- Responsible for data entry and transcript review.

INTERNSHIP EXPERIENCE

Paychex, Inc, Henrietta, NY (May 2009-October 2009)

Credit Risk Management Intern

- Analyzed and interpreted data from new client businesses for the purposes of fraud detection and risk management.
- Researched new client businesses and employees, investigating credit scores and bankruptcies of employees and owners.
- Contacted banks and verified funds/deposits, releasing payroll funds from Paychex accounts only after verification of transactions.

MANAGEMENT EXPERIENCE

Blueapple Productions, Penfield, NY (April 2008-January 2009)

Event Coordinator - Coordinated set-up and operation of attractions at event sites throughout the state of New York. Supervised crews of up to 10 workers. Provided outstanding customer service and marketed the Blueapple brand and products to customers by phone, email and on site interactions.

COMPUTER SKILLS

Windows and Macintosh Environments

Excel • Access • Corporate Databases • MS Word • PowerPoint • WordPerfect

VOLUNTEER SERVICE

Boy Scouts of America/Otetiana Council, Rush, NY (2001-Present)

Assistant Scout Master (2006-2009)– Helped to provide leadership for Troop 334. Assist in planning and implementing campouts and service work while ensuring a safe and fun environment.

Eagle Scout (May 2005) - Planned, organized and implemented a community project, the First “Annual Earth Day Clean-up”, including organizing teams of volunteers, cleaning the streets in my home town, soliciting businesses for donations and directing the event. The event has become a yearly town tradition for 5 years. Also completed volunteer service work at “Scouting for Food” for 10 consecutive years.

COLLEGE ACTIVITIES

SWIFT (Stop Wasting Ithaca’s Food Today), Ithaca, NY (August 2006- May 2007)

Organized and assisted with collecting and distributing excess dining hall food to local homeless shelters and food distributing organizations.

Ithaca College Community Plunge, Ithaca, NY (August 2006)

Performed housing construction and painting through Habitat for Humanity and volunteered at a local retirement/assisted living home.

REFERENCES

Robin Marable, Esq.

Staff Attorney

Monroe County Legal Assistance Center

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Bryan Adams

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