Robert Smith

Lead Financial Aid Coordinator

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SUMMARY

Exceptional and positive customer service professional with proven skills in communicating effectively in a culturally diverse environment. Extensive experience in working with Federal and State regulations, as well as departmental policies and procedures in a university setting. Demonstrated success in decision making and problem solving in order to meet deadlines in a fast paced workplace.

SKILLS

Management, Campus Vue, NSLDS, MS Office, Title IV COD Processing & BannerWeb. VA Certifying Official.

WORK EXPERIENCE

Lead Financial Aid Coordinator

ABC Corporation - June 2008 – November 2011

- Conduct and verify student aid reports for active students for finance applications online through the finance applications.
- Prepare future students to start school by generating an initial and ongoing contact, ensuring financial aid or other aid is secured, ensuring all required paperwork is submitted for student to start classes.
- Consistently track the students progress for financial aid packaging for all prospective and current students.
- Advise the students about repayment schedules for federal and private student loans during entrance and exit interview process.
- Assist students to apply for Private loans if needed and explain if a co-signer maybe needed for loan approval.
- Processing Title IV student financial aid and ensuring FA compliance with state and federal regulations.
- Coordinate activities and teamwork with the staff in conjunction with the admissions process.

Financial Aid Coordinator

ABC Corporation - 2007 – 2008

- Responsible for interviewing potential students for Student Financial Aid opportunities.
- Assist students with online FAFSA application processing and completing the financial aid process from onset to packaging.
- Assist Director of Finance in daily operations.
- Process student refunds per Corporate policy and Department of Education regulations.
- Certify and process Veteran students benefits for educational purposes.
- Exceeded expectations on quarterly evaluations.
- Skills Used Extensive computer knowledge, Numerous computer software programs, various office equipment knowledge, Office Administration, Microsoft Office Advanced Proficiency, Excel, Quickbooks, Meticulous attention to detail, results-oriented, self-directed,.

EDUCATION

BA in Finance - (Drexel University - Philadelphia, PA)

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