

JACKSON TURNER

Financial Aid Counselor

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PROFESSIONAL SUMMARY

Dynamic Financial Aid Counselor with 7 years of experience in higher education, adept at navigating complex financial situations for students. Skilled in advising, compliance, and fostering relationships to enhance student access to financial resources. Committed to empowering students through effective communication and support, ensuring they achieve their educational goals.

WORK EXPERIENCE

Financial Aid Counselor

Blue Sky Innovations

📅 Apr / 2021-Ongoing

📍 Chicago, IL

1. Evaluated documentation and made adjustments to financial aid packages based on individual student circumstances, ensuring compliance with federal regulations.
2. Conducted outreach activities to promote financial aid opportunities, resulting in increased student engagement.
3. Monitored student accounts to ensure timely processing of financial aid disbursements, enhancing student satisfaction.
4. Maintained up-to-date knowledge of federal and state financial aid regulations to provide accurate information to students.
5. Assisted students in completing financial aid applications and resolving issues related to their aid status.
6. Prepared detailed reports on financial aid trends and student demographics for institutional review.
7. Collaborated with academic departments to align financial aid resources with student needs and institutional goals.

Financial Aid Counselor

Cactus Creek Solutions

📅 Apr / 2018-Apr / 2021

📍 Phoenix, AZ

1. Managed the classification and indexing of student files in the financial aid database, ensuring efficient retrieval and compliance with privacy regulations.
2. Processed daily financial aid correspondence and maintained accurate records in the system to facilitate timely communication with students.
3. Logged financial transactions and ensured accurate delivery to the Bursar, maintaining financial integrity.
4. Trained new hires on financial aid processes and best practices, enhancing team efficiency and service quality.
5. Reviewed and processed financial aid applications within deadlines, ensuring students received timely support.
6. Utilized financial aid software to monitor student caseloads and ensure compliance with federal guidelines.

EDUCATION

Bachelor of Science in Business Administration

University of Southern California

📅 Apr / 2015-Apr / 2018

📍 Seattle, WA

Focused on financial management and organizational behavior, equipping with skills to navigate complex financial aid systems.

SKILLS

Student Advocacy



Data Analysis Tools



Financial Aid Software Proficiency



Record Keeping



ACHIEVEMENTS

- 🌟 Successfully processed over 1,000 financial aid applications annually, maintaining a 98% accuracy rate.
- 🌟 Implemented a new tracking system for student files, reducing processing time by 30%.
- 🌟 Led workshops on financial literacy, improving student understanding of aid options and budgeting.