Robert Smith

Financial Aid Representative III

CONTACT DETAILS

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PERSONAL STATEMENT

Seeking to obtain a full-time position utilizing skills to benefit the company and make it more successful. Also, goal-oriented and consistently seeking opportunities for growth and increasing merchandising knowledge.

WORK EXPERIENCE

Financial Aid Representative III
Delta Technical College - 2014 – 2019

Responsibilities:

- Provided information to students regarding financial aid program requirements and procedures.
- Explained Financial Aid plans to students; review their rights and responsibilities with regards to financial aid programs.
- Reviewed financial aid applications, forms, and documentation for completeness and accuracy.
- Completed verification procedures for awarding of, federal, state, in accordance with all applicable laws, regulations, and policies.
- Answered questions, inquires or requests from students or parents, and maintained complete and accurate files and paperwork.
- Calculated return of federal funds for students who withdrew.
- Set up payment arrangements when students were behind on loan payments.

Financial Aid Representative
ABC Corporation - 2010 – 2014

Responsibilities:

- Helped students, attending Kaplan University Online, with their financial aid issues or questions.
- Placed work orders into the computer system to have students profile corrected.
- Answered 200+ calls on a daily.
- A transfer student to the proper department if needed.
- Returned calls or emails to students if necessary.
- Data entry Accomplishments Facilitated working relationships with coworkers and building management.
- Skills Used -Maintained high call volumes -dispersed emails and messages.

Education

Art of Leadership - (San Antonio College)

SKILLS

Project Management, Product Development, User Acceptance Testing, Business & System Requirements.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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