# ROBERT SMITH

**Financial Aid Specialist III**

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Higher education financial aid professional with over 20 years of functional experience implementing IT solutions to support strategic goals and enhance the student experience. Financial Aid user for over 12 years as both director and assistant director with functional IT duties.

## EXPERIENCE

### Financial Aid Specialist III

**ABC Corporation - NOVEMBER 2014 – APRIL 2016**

- Advised students and parents on eligibility requirements for federal and state financial aid.
- Assisted students through completing their FAFSA applications and all school required documentation to determine Title IV aid eligibility.
- Reviewed all school and federal required financial aid documents for accuracy and completeness.
- Verified applications flagged by the Department of Education for verification to accurately verify the students submitted information and resolve any comment codes that require resolution.
- Certified and transmitted Federal Direct Loan and alternative loan data in a timely manner utilizing the schools information system.
- Utilized the schools information system effectively to assist in administering Title IV aid through the schools manual packaging methods.
- Tracked files and paperwork both physically and digitally in schools information systems to ensure 100% file completion.

### Financial Aid Specialist

**Delta Corporation - 2012 – 2014**

- Responsible for complete and accurate assistance and service to students interested in Financial Aid Ability to successfully handle difficult.
- Resolve client inquiries by utilizing multiple technological sources, including but not limited to telephone, live web chat, email responses.
- Participates in internal training programs to expand job knowledge and support multiple clients.
- Advise students on financial aid and required documents.
- Review verification documents and submit corrections to the Department of Education Run workshops on how to complete FAFSA and apply for scholarships.
- Processed financial aid applications for current and returning students.
- Computed students GPA for financial aid eligibility.

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## EDUCATION

- A.S. in Business Administration and Management - May 2015(Hillsborough Community College - Tampa, FL)

## SKILLS

Proficiently use of Word, Excel, Lotus, PowerPoint, Internet and Outlook.