

Education

January 2007 – December 2009: North Carolina State University, Raleigh, NC

- Earned a Master of Arts in Liberal Studies

August 2000 – August 2004: North Carolina State University, Raleigh, NC

- Earned a Bachelor of Science in Political Science

Relevant Experience

Senior Assistant Director, Office of Scholarships and Financial Aid, NC State University, Raleigh, NC, June 2017 – Present

- Manage the processing of all Federal Direct Loans, including error resolution and origination processes within the COD federal system. Total loans consist of approximately 13,500 recipients and \$120 million each academic year
- Manage the processing of all private loans received, including all certification processes and return of funds in the ELM loans system. Total private loans consist of approximately 1,150 recipients and \$17 million each academic year
- Manage the processing of all Pell Grants, including origination, error resolution, year-round Pell implementation, and reconciliation, as well as other requirements within the COD federal system. Total Pell Grants consist of approximately 5,200 recipients and \$23 million each academic year
- Manage the NSLDS History File process to ensure we enter accurate lifetime aggregate data for loans into the system for packaging purposes
- Serve as the functional technology staff member for the office liaising with the Office of Information Technology to ensure understanding of any office development needs, testing all enhancements in pre-production environments, assisting staff with any system errors, writing queries for staff needs, and monitoring system listservs to ensure timely knowledge of updates or widespread product errors.
- Responsible for updating the Net Price Calculator (NPC) each academic year
- Serve as a backup for state grant, Pushed ISIR, and unofficial withdrawal processes.
- Supervise one loan specialist who assists with loan duties

Senior Assistant Director, Office of Scholarships and Financial Aid, NC State University, Raleigh, NC, September 2015 – June 2017

- Provide detailed counseling to students and parents on the financial aid process.
- Give exposure to NC State University through performing outreach community events to discuss financial aid options and how to apply for financial aid
- Provide effective and efficient management of the UNC Need-Based Grant and NC Education Lottery Scholarship funds for NC State University
- Manage the unofficial withdrawal process for aid recipients receiving all non-passing grades in a term
- Manage the pushed ISIR review process – the receipt of subsequent ISIRs after students are awarded
- Review and process numerous queries on a weekly basis to ensure aid, budgets, and other important items are accurate for aid recipients
- Help to train and mentor new staff members with the aid process, including being a point of contact should they have questions related to aid regulations and/or institutional policies
- Serve as the back-up loan officer for Federal Direct Loans and private education loans

Assistant Director, Office of Scholarships and Financial Aid, NC State University, Raleigh, NC, June 2011 – September 2015

- Provide detailed counseling to students and parents on the financial aid process
- Give exposure to NC State University through performing outreach community events to discuss financial aid options and how to apply for financial aid
- Developed effective and efficient processes and procedures to manage the UNC Need-Based Grant and NC Education Lottery Scholarship funds for NC State University – funds ranging from approximately \$16-17 million per fiscal year for approximately 5,000-6,000 students
- Give training to other staff on the tools to help determine if state grant recipients meet the Return of Funds Policy for Withdrawing Students on R2T4 calculations
- Maintain the Office of Scholarships and Financial Aid Net Price Calculator (NPC)
- Helped, within a team environment, implement a financial literacy product provided by American Student Assistance, on NC State's campus called SALT

Technology Support Technician, North Carolina State Education Assistance Authority (NCSEAA), Research Triangle Park, NC, August 2007 – June 2011

- Served as the liaison to all UNC campuses, North Carolina community colleges and independent college and universities, as well as numerous out-of-state and proprietary institutions on issues related to NCSEAA administered programs and disbursements
- Helped to create disbursement and reconciliation processes for all NCSEAA administered programs from PowerFAIDs system until payment was made to the respective institutions; fiscal year 2009-10 totaled approximately \$130 million
- Developed procedures to handle the loading of student data to PowerFAIDs system for approximately 50,000 students who are considered for or awarded funds on an annual basis
- Helped to develop, administer, and maintain the NCSEAA School Portal, a website for participating institutions and NCSEAA to communicate confidential data concerning students and the NCSEAA Student Portal for students to review their application statuses and disbursements
- Developed procedures to ensure quality assurance of the content manager imaging system
- Created the initial mock-ups of scholarship applications as well as quality assurance and testing
- Provided customer service and technical support to students, parents, and colleagues

Administrative Support Specialist, Office of Scholarships and Financial Aid, NC State University, Raleigh, NC, August 2005 – August 2007

- Provided insight and information to visitors on the financial aid process
- Maintained the Office of Scholarships and Financial Aid's website and online databases for scholarships, work-study and part-time job opportunities to support office functions
- Provided administrative support for a staff of twelve

Office Assistant, Office of Scholarships and Financial Aid, NC State University, Raleigh, NC, October 2004 – August 2005

- Provided initial customer support to individuals who called into the office
- Timely sorting of outgoing and incoming mail
- Provided initial face-to-face customer support for visitors to the scholarships area

Professional Organizations

- North Carolina Association of Student Financial Aid Administrators (NCASFAA), 2011 – Present
 - Publicity and Publications Chair; 2014-15, 2015-16
 - Technology Chair; 2015-16
 - Vice-President, 2016-17
 - President-Elect, 2017-18
 - President, 2018-19
 - Past-President, 2019-20
 - Chair, ex-officio, Nominations and Elections Committee, 2019-20
 - Chair, ex-officio, Professional Recognition Committee, 2019-20
 - Four Year Public Sector Representative, Executive Board, 2021-22
 - Four Year Public Sector Representative, Nominations and Elections Committee, 2021-22
- Southern Association of Student Financial Aid Administrators (SASFAA), 2011 – Present
 - Attended Leadership Symposium, 2014
 - Conference Committee, North Carolina Representative; 2015-16
 - Executive Board member, 2018-19
 - Nominations Committee, 2019-20
 - Awards Committee, 2019-20

Awards and Recognitions

- Awarded Team Spirit Award by RBC Center, 2006
- Awarded New Member Award by the North Carolina Association of Student Financial Aid Administrators (NCASFAA), 2014
- Nominated for Award for Excellence, Provost's Unit, North Carolina State University, 2015