

Hannah Kish

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SUMMARY

Passionate about continuing a career in Higher Education. Goal oriented individual who is recognized as an outgoing, hardworking, and dedicated team member and leader. Effective communicator and critical thinker who enjoys learning and helping others. Well-known for exceeding expectations.

EDUCATION

December 2016	Masters of Educational Leadership – Community College/Higher Education, <i>Northern Arizona University</i>
May 2013	Bachelors of Science in Business Administration - Finance, <i>Northern Arizona University</i>

SKILLS

Communication

- I have great interpersonal skills as a team member and leader.
- I have excellent customer service communication.
- I write clear and detailed responses that are easy to understand.
- I make people smile and ensures that the students/parents receive the best support possible.

Software

- Experienced with using PeopleSoft Campus Solutions, CampusVue, Enterprise Reporting. programs, document imaging software, and financial aid databases such as COD and NSLDS
- Highly Proficient in Microsoft Office programs including Excel, Word, and Outlook.

Organization

- I'm a critical thinker and have exceptional problem solving skills.
- I demonstrate high levels of self-accountability and am goal focused.
- I enjoy creating new ideas for improvement to create better efficiency.

EXPERIENCE

June 2015 – Present	Program Coordinator, Sr., Northern Arizona University – Office of Scholarships and Financial Aid <ul style="list-style-type: none">• Responsible for supervising and training three full-time staff members and a Graduate Assistant.• Serves as liaison to Extended Campuses Personalized Learning program.• Manually packages non-term financial aid to students in the Personalized Learning program.• Awards, disburses, and monitors non-term financial aid eligibility.• Communicates with students via email and phone regarding financial aid eligibility, application procedures, aid programs, costs, indebtedness, money management and financial planning
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- Takes initiatives to increase financial aid effectiveness in processing and communication to students.
- Calculates and returns financial aid through non-term Return of Title IV process.
- Works with students on returning to Personalized Learning program after unofficial or official withdrawal.

December
2014 – May
2015

Independent PeopleSoft Functional Financial Aid Contractor, *Higher Technology Solutions, Inc.*

- Completed Financial Aid Regulatory Release testing for Cornell University on their PeopleSoft upgrade from version 8.9 to 9.0.
- Reported all irregularities and successes in testing based on test scripts received.
- Participated in weekly conference calls regarding updates with testing process.

June 2014 – October
2014

Re-Entry Counselor, *Ashford University – Student Services*

- Counseled online military and non-military students by phone and email who have been withdrawn from the University to give them the opportunity to return and finish their degree.
- Conducted re-entry reviews which entailed detailed financial and academic reviews of each student's account based on non-standard academic years.
- Set up payment plans for students who had a balance on their account when they returned.
- Reviewed the Satisfactory Academic Progress (SAP) requirements to make sure students were aware of the academic requirements and created academic plans for their success.
- Counseled students on information regarding their return such as: course schedules, the 180 day rule for payment periods, financial aid, military funding, disbursements, refunds, NSLDS reviews, and withdrawal processes (Return to Title IV).

November 2013 –
June 2014

Student Advisor, *Ashford University – Student Services*

- Communicated and built relationships with up to 280 assigned online students.
- Counseled students on attendance, grades, course schedules, degree requirements, program changes, Satisfactory Academic Progress (SAP), non-standard based financial aid, payments, University policies, and educational goals.
- Completed in-depth financial reviews on each student's account after an unsuccessful grade was received to identify issues, determined appropriate means for resolution, and advised on how their financial standing would be affected.

May 2013 – June
2013

Temporary Financial Aid Specialist, *Northern Arizona University – Office of Scholarships and Financial Aid*

- Verified FAFSA submissions to determine student eligibility for Financial Aid funding.
- Compared submitted documentation from students and/or parents (worksheets, federal tax returns, IRS transcripts, and W-2's) to the FAFSA and corrected awards when necessary.
- Contacted students and/or parents regarding information discrepancies, and suggested solutions.

February 2010 –
May 2013

Peer Supervisor of Accounting Operations/Accounting Operations Student Worker, Northern Arizona University – Office of Scholarships and Financial Aid

- Trained and supervised the accounting operation department student employees.
- Documented all checks and electronic fund transfers for scholarships, loans, and work study funding.
- Called students regarding checks that had issues or required further action before depositing.
- Ran reports to make sure all funds were deposited and awarded correctly.
- Created check requests and processed returning funds to scholarship donors for students who did not meet scholarship requirements.
- Processed and awarded tuition and fee waivers.
- Worked as a team member to complete daily duties and assist other areas of the office when needed, which included: logging incoming documentation and assisting the front counter with emails, phone calls, and walk-in students and/or parents.
- Attended monthly meeting with the director to go over improvements and concerns within the office.

References available upon request