

Connie A. Dowdell

6253 Kendra Court, Lithonia, GA 30058, (770) 981-1013, dowcon59@hotmail.com

Objective

Experienced financial aid professional who's committed to providing excellent customer service. Highly motivated and focused. Embraces change and challenges. Effective verbal and written communicator. Effective time management, critical thinking, and analytical skills. Promotes team spirit and works well with others.

Experience

Student Financial Services Processing Counselor II

2012 to Current, Georgia Perimeter College, Clarkston, GA

- Customer service
- Counseling and advising
- Verification (PUSH, GRADS, Aging Y)
- Satisfactory Academic Progress (Maximum Timeframe, PACE, CGPA)
- Direct loans (Subsidized, Unsubsidized, PLUS, LCLOSE/LMAX)
- C-Flags (CITZ, SEL, UEH, DEDEFT, BKRUPT, PELL LEU)
- Document intake review
- SMARTS Assist (remotely or on campus)
- File analyses.

Student Financial Services Assistant I

2009 to 2012, Georgia Perimeter College, Clarkston, GA

- Customer service
- Processed, provided training, and quality control on Customer Relations Management (CRM) tickets; maintained internal CRM procedures
- Counseled and advised
- Verification document intake review
- File analyses

Student Finance Coordinator

1994 to 2005, DeVry University, Decatur, GA

- Customer service
- Managed HOPE and DeVry's tuition benefit/ scholarship programs
- Managed student health insurance program and acted as school liaison
- Provided administrative support to the cashier office
- Prepared and audited daily cash deposits
- Counseled and advised

Title IV Coordinator

1991 to 1994, DeVry Institute of Technology, Decatur, GA

- Customer service

- Managed Student Accounts Representatives
- Assisted with Title IV reconciliations
- Developed policies and procedures for Student Accounts Office
- Coordinated registration activities and Entrance/Exit Counseling sessions
- Counseled and advised

Senior Student Accounts Representative

1984 to 1991, DeVry Institute of Technology, Decatur, GA

- Customer service
- Processed R2T4
- Processed refunds
- Conducted Entrance/Exit Counseling sessions
- Loan check and Perkins promissory note negotiations
- Disbursed Pell, SEOG, and Perkins
- Counseled and advised
- File analyses

Keypunch Operator

1980 to 1984, DeVry Institute of Technology, Decatur, GA

- Bookstore charges
- Tuition payment receipts
- Title IV aid (loan, Pell, Seog, disbursements)
- Prepared Educard statements

Education **2003 to 2006, Georgia State University, Atlanta, GA, Bachelor's Degree**

References **Available upon request.**