

Andersen Zelia Williams

andersen.williams@gmail.com - 407.341.3692

Professional Statement

Actively seeking an opportunity to utilize and grow analytical skills with an organization focused on integrity and client satisfaction. Able to work effectively in a team and independently with a high level of motivation and professionalism.

Skills

Microsoft Office (Excel, Word, Access, Outlook)
Strong written and verbal communication

Auditing
Financial counseling
Problem solving

Researching
Analytical reasoning
Organizational

Work Experience

Student Finance Support Representative III, Zenith Education Group, (formerly Corinthian Colleges, Inc.) - Denver, CO

July 2012 to May 2015

- Promoted to Rep III level from Everest Online Division; Adjust tuition, fees, and scholarships based on eligibility.
- Compile and communicate daily site projections to upper management at multiple sites; Monitor work flow through SharePoint each day to ensure service level agreement is met before close of business.
- Comply with Department of Education federal regulations for Title IV eligible programs.
- Process calculations for return to Title IV for withdrawn and graduating students from modular and linear programs with a consistent high level of accuracy.
- Perform daily audits of ledger accounts in accordance with the Sarbanes Oxley (SOX) Act to determine if funding paid correctly based on student eligibility.
- Resolve credit balances in accordance with federal regulations and campus policy by scheduling refunds/stipends.

Senior Student Financial Aid Representative, Everest University Online, (Corinthian Colleges, Inc.) -

Tampa, FL

April 2009 to July 2012

- Recognized and awarded as top performer during 2012 in regards to knowledge base, reduced student balances and student satisfaction; Assist manager with payroll duties.
- Appointed as Subject Matter Expert during computer program conversions to ensure employees understanding
- Counsel students on financial options, obligations and policies.
- Review Title IV applications and resolve balance issues; research and audit student accounts.
- Resolve discrepancies in timely manner and ensure students graduate without balances.
- Monitor disbursements and advise students needing additional financial assistance.
- Confirm packaging is within compliance and perform file audits in accordance with SOX.
- Train cross-functional teams to integrate job roles and compose training materials for dissemination to finance staff.

Assistant Manager, Everclimb USA - Tampa, FL

October 2005 to November 2008

- Research efficient business functions/solutions and advise small business owner of mobile rock climbing wall.
- Train, supervise and coordinate employees for events across central and south Florida; Build lasting relationships with clients by contributing to success of events.
- Active promotion of fundraising services; Preparation of invoices for staff payroll.
- Analyze, restructure and rectify interruptions and obstacles.

Cashier Supervisor, Off Broadway Shoes - Orlando, FL

May 2003 to December 2004

- Supervise cashiers, train employees, and provide customer service; Authorize price changes, exchanges and returns
- Balance cash register and verify accuracy of bank deposits; Arrange displays and organize product placement.
- Process incoming/outgoing shipments and conduct inventories.

Education

BS in Business Management

University of South Florida - Tampa, FL

2004 to 2008