

Dedicated professional with proven experience in Veteran Relations, Marketing/Advertising, Project/Program Management, Operations, Customer Service/Support, and Team Development. Successful at increasing revenues, reducing costs, and building highly effective teams of professionals. Creative problem solver with the ability to manage multiple projects and delegate effectively to achieve company goals.

- Customer Relations
- Forecasting and Budgets
- Marketing Communications
- Manpower Management
- Inventory Management
- Strategic Business Plans
- Business Development
- Community Affairs
- Training

## PROFESSIONAL EXPERIENCE

### Student Finance Advisor – Military

2008-2013

Alta/Redstone College

Broomfield, CO

- **Specialist in supporting, explaining and guiding Veterans with VA education benefits.**  
Serve as primary contact for veteran students, advising them of their VA education benefits and facilitate them in all aspects of the financial aid options. Work closely with other departments to assist veterans in their pursuit of educational, career and personal goals. Maintain strong understanding with VA education benefits and Title IV policies and procedures **Results:** Assisted more than for 40% of student population with benefit questions and concerns.
- **Serve as School Certifying Official.**  
Accountable for accurately reporting student class schedule, tuition/fee charges and any changes to the Veteran Administration. Insure college is in compliance with rules and regulation governing VA education benefits, and account reconciliation. Communicate to students all policy/procedures/deadlines for certification. **Results:** On a monthly bases, processed more than 250 student accounts.
- **Helped Create Student Veteran Organization.**  
Designed an organization for student veterans to enhance awareness of products and services available to veterans and their families. Cultivating leaders while providing an environment of community within a diverse veteran population.

### Financial Business Specialist III – Team Lead

2008-2011

Alta College

Denver, CO

- **Coordinate Financial Aid for multiple campuses and student.**  
Process, disburse and track financial aid funds in accordance with regulations, policies and procedures. Communicate with Federal Dept of Education and campus directors to ensure timely and accurate Title IV, Military and private loan disbursements. Reconcile student financial aid information. Assist in streamlining procedures and processes as new campuses integrate into centralized handling of financial aid. **Results:** Processed 2.2 million in military funds, and assisted team in processing 26.7 million in Financial Aid volume per term.
- **Team Player of the Term Award.**  
Awarded for training others, fielding questions from all areas within the SFOC, working closely with management, filling the role of being the technical go to person, and displaying a professional and respectful demeanor. Results: Trained three new hires, served as a go to person in department for technical questions and concerns.

### Executive Estate Administrator

2006-2008

- **Appointed to manage a large multi-location estate.**

### Marketing Director/Administrative Assistant

2003-2006

Northwest United Federal Credit Union

Arvada, CO

- **Reorganized and expanded Marketing Department.**  
Performed a detail business analysis that included strategic planning, budgeting, organizing and implementing activities for special events and marketing promotions. Redesigned all company marketing materials. **Results:** Transformed the marketing department into a highly productive, efficient and profitable entity within the company.
- **Created strategic business alliances.**  
Implemented a partnership program to identify business that would benefit from offering our products and services to their organization. **Results:** Increase client alliances by 20%.
- **Chaired the committee that developed a School Scholarship program.**  
Created the program, set parameters, design a marketing strategy, set-up and initiate a selection and recognition process. **Results:** The program gave \$1000 scholarships to five children from different schools to help insure educational success.

### Marketing/Business Development Specialist

**2001 - 2003**

Westerra Credit Union

Centennial, CO

- **Educated potential clients about company products and services.**  
Traveled within the region, promoting the company while increasing overall membership. **Results:** 95% of the new accounts opened had added additional items to client accounts. Received recognition for excellence in increasing overall business profitability and market share.
- **Created, implemented and led client outreach educational training programs.**  
Successfully educated clients on company products and services and their proper use to maximum ease of use, accuracy and overall client effectiveness. **Results:** Dramatically increased profitability for company-wide products and services while creating greater customer loyalty.
- **Planned, coordinated and facilitated targeted client marketing and promotional events.**  
Performed a detailed market analysis and implemented event programs for target groups to increase customer base and insure increased market territory growth. **Results:** Dramatically increased current customer loyalty and satisfaction levels while also increasing new client base by 50% within 3 months.

### Marketing Coordinator

**2000-2001**

Soopers Credit Union

Arvada, CO

- **Designed marketing strategy for the company from the ground-up.**  
Created a new marketing plan and budget, developed marketing materials, created and organized events. Oversaw day-to-day marketing functions of the business including expense control, company compliance and community service activities. Educated and trained staff on company promotions. **Results:** Marketing department became the new model for the organization while substantially increasing company client base and market share.

## COMMUNITY INVOLVEMENT

### **Assist in coordinating the Western Welcome Week's eleven day festival in Littleton, Colorado. 2007-2010**

- Working in partnership with local service clubs and charities to plan, organize and market over 40 different events. Maintain event databases, organize mailings and develop event books. **Results:** Create a highly successful fundraising and support event earning \$250,000 overall for numerous for local service clubs and charities.

### **Member of Junior Chamber International (Jaycees)**

**Present**

- As President of the Littleton Jaycees 2003 & 2005 oversaw more than 50 projects in the areas of individual development, project management, event planning and community service projects. **Results:** Increased overall volunteer membership by 20% and became recognized as one of the top three chapters in Colorado.

## EDUCATION/COMPUTER SKILLS

**Bachelor of Science Degree / Business Marketing**

University of Northern Colorado, Greeley, CO

Microsoft Office (Outlook, Publisher, Word, Excel, PowerPoint, Access) \* Photo Shop \* Mac\*

Software systems – Internal - Class, CampusVue, Webnow \* External - Department of Education, Veterans Administration (VAOnce), Sallie Mae (Opennet), NSLDS