
Education**High School Diploma**

Magic City High School, Minot, ND

May 1988

Professional Experience**Financial Aid Assistant**

January 2013 - Present

Dakota College at Bottineau, Bottineau, ND

- Counsel and advise students and parents regarding terms and conditions of financial aid and reevaluation or adjustments of aid eligibility and/or awards
- Maintain student files and electronic records in the Financial Aid Office
- Manage updates and report of Work Study students
- Update and maintain letters, information and forms in the Financial Aid Office
- Assist students with FAFSA (Free Application for Federal Student Aid) applications and corrections
- Assist students with entrance counseling and master promissory notes for Federal Loan requirements
- Process verification notifications, complete the process of Verification and update DOE when the process is complete.
- Assist Director of Financial Aid as needed

Member Service Representative

September 2005– January 2013

North Star Community Credit Union, Bottineau, ND

- Open new checking and saving accounts, certificate of deposits, IRA's
- Process deposit and withdrawal requests
- Assist with loan applications
- Audit loan applications to confirm they are complete
- Train new employees in all aspects of the credit union
- Customer Service
- Plan luncheons and activities for our youth and senior members

Resolution Team Member

May 1996 – August 2005

Wells Fargo Bank, N.A., Billings, MT

- Phone bank customer service providing transfers, loan applications and opening of accounts via the phone
- Train new employees in all aspects of customer service and banking
- Assist personal banker with large asset clients
- Created personal and mortgage loan documents
- Chosen to be on the Resolution Team which would resolve major issues within Wells Fargo for disgruntled customers

Customer Service Representative

April 1994 – April 1996

Citibank, N.A., Sioux Falls, SD

- Customer service for credit card customers
- Helped with new applications, increase of credit limits and charge disputes
- Financial guidance on credit limits and credit scores

Campus and Community Involvement/Membership

Committee Member, RMASFAA, DCB

January 2013 – Present

Committee Member, Retention Committee, DCB

January 2015 – Present

Co-Chair, NDASFAA Membership & Award Committee, DCB

January 2015 – Present

Committee Member, Scholarship Committee, DCB

September 2017 – Present

Treasurer, PEO International Scholarship Bottineau Chapter

January 2018 – Present

Voting Member, Staff Senate, DCB

May 2019 – Present

Conferences/Trainings

Customer Service and Finance Training (1994), Bank Regulation Annual Training (1996-2005), Credit Union Association Annual Training (2005-2012), RMASFAA Financial Aid Summer Institute (June 2013), NDASFAA Financial Aid Association Annual Conference & Training (April 2013-2014, 2016-2019) RMASFAA Training and Conference (2018), Monthly Webinars from Federal Student Aid Lenders with Current Financial Aid Issues

Skills, Certifications & Awards

Microsoft Office Suite (Excel, PowerPoint, Publisher, Word), Wells Fargo Customer Service Excellence Receipt (2003), DCB Staff Excellence Award Receipt (2017)