

Passionate education administrator with a vision for innovative and progressive solutions to increasing student success.

QUALIFICATIONS

- Over seventeen years of postsecondary education experience, including more than a decade of successful financial aid leadership across various offices, divisions, and institutions
- Unique ability to coach, communicate, develop relationships, and work independently or in a group
- Highly skilled with creating efficiencies, achieving goals, and advancing organizational mission using data-driven analysis
- Keenly adept with the Higher Education Act, federal regulations, and student loans
- Extremely knowledgeable of educational policy, research, and trends
- Programming capabilities with C, PHP, SQL, HTML, CSS, and JavaScript
- National Association of Student Financial Aid Administrators Certified Financial Aid Administrator®

EDUCATION

Doctor of Education, Educational Leadership and Policy (2022) from Florida State University
[Large Rocks and Unwritten Rules: The Case of Financial Aid Fee Implementation at Florida's State Colleges](#)

Master of Business Administration (2009)
Keiser University

Bachelor of Science, Criminology (2004)
Florida State University

RECOGNITION

- Award for Distinguished Service, Gulf Coast State College (2018)
- Presidential Spot Award, University of North Florida (2012)
- Employee of the Year, Keiser University's Jacksonville Campus (2008)

EMPLOYMENT

Gulf Coast State College

Director of TRiO Programs (April 2023-Current)

Lead all staff and activities necessary to implement the institution's Educational Opportunity Center, Student Support Services, and Upward Bound TRiO grant projects –

- Sustain continued funding by ensuring that each grant meets its prescribed outcomes
- Establish policies and procedures for federal, state, and institutional compliance
- Develop budgets, reconcile transactions, and confirm the permissibility of expenditure
- Manage personnel, hire staff, and structure the department's organization

Polk State College

Executive Director of Student Financial Services (January 2023-March 2023)

Gulf Coast State College

Director of Financial Aid (2015-December 2022)

Led an office with seven team members who were responsible for all aspects of federal, state, and institutional financial assistance –

- Disbursed ~\$12,000,000.⁰⁰ for ~3,000 students each aid year
- Automated processes, wrote algorithmic rules, developed queuing reports, and designed workflows
- Co-conceptualized and helped install a first-dollar promise program called the "Gulf Coast Guarantee"
- Presented financial aid information and training to internal and external constituents

University of North Florida

Promoted to Assistant Director of Student Financial Aid (2013-2015)

Financial Aid Coordinator (2011-2013)

- Led a team of two Financial Aid Coordinators
- Managed tier-two questions, comments, and concerns escalated by One-Stop Student Services
- Trained One-Stop Student Services on financial aid rules, regulations, and policies

Keiser University's Jacksonville Campus

Promoted to Campus Financial Aid Director (2008-2011)

Financial Aid Officer (2006-2008)

- Managed a team of five front-end Financial Aid Officers
- Completed private loan certifications
- Reconciled debit balance and expected cash flow reports

SERVICE

Florida Association of Student Financial Aid Administrators –

- Interim Vice President (2021-2022)
- Region I Representative (2018-2019)
- Electronic Services Chair (2014-2016)

National Association of Student Financial Aid Administrators –

- CFAA® Program Commission, Southern Regional Representative (2022)
- Policy Rapid Response Network Task Force (2021)

TRAINING

- Leadership Institute, Gulf Coast State College (2019)
- Chancellor Madeline Pumariega's Leadership Seminar, Florida College System (2018)

TEACHING

Florida State University

Visiting in Lieu of Adjunct –

- EDF 6485 Professional Learning for Educational Practitioners I (Summer 2023)
- EDF 6485 Professional Learning for Educational Practitioners I (Summer 2022)

REFERENCES

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